

JOB DESCRIPTION

Job Information

Job Title	Locksmith
Position Number	297209
Department	Facilities Management and Planning
Report's To	Manager, Architectural Services
Month & Year	April 2022

Job Summary

Under the supervision of the Assistant Manager, Access Control, the primary job responsibilities include repairing and maintaining locks, making keys, and general lock services

Key Accountabilities

- Cuts key as required for both conventional and biaxial systems. Performs key by code and impression for all types of locks. Can stamp keys both manually and automatically with stamp machine, including programming and set-up
- Installs/repairs/replaces locks and cylinders on all types of wooden, metal and glass cabinets, desks, doors, boxes etc. Installs and repairs hardware on all types of doors, flush/concealed/surface mount hardware and on all mortise, domestic and speciality locks and associated hardware
- Installs, repairs and replaces all types of door closures both manual and automatic and panic hardware of all types and styles. Installs and repairs/replaces mortise/rim, IC core and cylindrical locks and associated hardware. Installs, repairs and replaces Unican locks, latches, cam locks and various types of hinges, door stops and other related hardware as required
- Maintains all equipment related to electronic card access on all door assemblies. This includes wireless locks, maglocks, electric strikes, electronic latch retraction, T-Rex's, local sounders and door contacts and also, includes integration with barrier free operators, overhead doors and sliding doors
- Installs electronic card access components on doors and in LAN rooms on campus following internal process and procedures
- Responds to emergency requests for lock and door related services and hardware.
- Performs work-related product and material ordering as well as all associated paperwork, data entry and record keeping of all locksmith-related information both electronically and documentation as required
- Meets with departmental or work group staff and or project staff as required to compile lock information and perform duties related to keying work and door hardware as directed
- May be required to take training and/or upgrading on portions of listed locksmith related work responsibilities as requested by the Manager
- Ensures that campus space and property are secure as required both during and after regular working hours
- Works with other CU locksmiths in their areas and covers their work when they are off on leave
- Involved in performing and updating of related specifications, checking deficiencies and communicating information on such as required or requested
- Performs preventative maintenance work on lock and door related hardware as required or requested
- Keeps tools and equipment used to perform duties in a good and safe working condition

- Keeps work areas safe and clean at all times
- Works in a safe and orderly fashion and works well with others
- Performs other duties as assigned

Compensable Factors

Core Knowledge

- Knowledge of Locksmithing and associated maintenance upkeep
- Knowledge of fire protection for the work being performed, as well as associated building and fire codes
- Knowledge of hazards involved with work and safety measures to be taken
- Good working knowledge of computer programs such as Word, Access, Excel and Maximo. Data entry for key management software etc.,
- Has training and work experience with conventional, biaxial and key by code keying systems and experience working with and updating a keying system database
- Experience in the operation and maintenance of all trade related power tools and equipment
- Ability to read and interpret drawings and manuals related to job function
- Ability to effectively work individually, and or as part of a team of diverse groups
- Ability to establish and maintain effective working relationships with coworkers
- Ability to communicate effectively, both orally and in writing
- Ability to follow through and carry out assignments
- A creative approach to problem solving
- Be familiar with security issues as they relate to preventing and repairing property damage including the supply and installation of theft prevention hardware etc.,
- Knowledge of FMP policies and procedures
- Familiarity with low voltage wiring, cabling and best practices with regards to integration. Knowledge of basic electronics, relays and sequencers an asset
- Ability to read and write English

Education

- The job requires the completion of a valid Ontario Locksmith Trade Certificate or equivalent

Experience

- The job requires a minimum of 5 years of experience in commercial hardware installation including the apprenticeship-training program, which consists of on-the-job/ work experience of 6,000 hours and 480 hours of in-school training

Communication and Interpersonal Skills

- Communication skills focus on customer service skills to answer and respond to inquiries from customers
- Collects, provides, exchanges, and explains information or data with internal clients within the University campus
- Resolves customer complaints in a timely manner
- Trains or teaches others in specific skills or tasks
- Completes electronic forms or data entry in the FMP Computerized Enterprise System to provide efficient services to the customers
- Completes paper forms, edits the work of others and writes reports

Complexity of Decisions

- Independently troubleshoots simple to complex technical issues
- Problem Solving focuses on prioritizing and organizing competing demands related to calendar management, and dealing with requests from customers that range from straightforward to unique
- The position is required to determine the nature of request and to provide solutions to the customer
- The job requires analyzing technical problems across multiple and different areas in the campus. Any complex technical problem is referred to the Manager for resolution
- The job has a requirement to follow up to ensure that work orders have been completed in a timely manner

Impact of Decisions

- The Impact of this position includes negative feedback from clients
- The impact of decision has an impact on the effectiveness of the delivery of programs and services delivered by FMP and may also have multiple effects on other departments /divisions
- Completion of task or work order in a timely manner
- Impact to the compliance to health and safety guidelines
- Delay in timelines associated with documentation creation, dispatch and closing of the service orders
- Data entry errors in the computerized database system
- Any error in the service delivery will result in financial loss to the University

Responsibility for the work of others

- There are no on-going responsibilities for the work of others. The job occasionally requires training or teaching colleagues or students or Apprentices (if applicable) on any specific task or skill

Physical Effort

- Fine motor skills/manual dexterity
- Light to moderate lifting/pushing/carrying
- Walking
- Standing
- Regularly climbing ladders
- Hand eye coordination
- Working in awkward or constrained physical positions or confined/restricted spaces for 51% to 80% of the work day

Sensory Effort

- Sensory demands include exposure to the smell associated with sewer and water
- Exposure to the sounds associated with power tools and construction sites
- Exposure to dust and other debris with the use of power tools and construction sites all of which can cause sensory strain.
- The job will be require working long hours in cases of emergency maintenance and repairs
- Some of the sensory efforts are:
 - Attention demand
 - Handling complaints
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Working Conditions

- Works in an environment exposed to unpleasant or disagreeable conditions e.g., extreme conditions of dust, dirt, noxious odours, noise, fumes, heat, cold, temperature extremes
- Exposure to dissatisfied customers and/or regular exposure to health or accident hazards
- Handles sharp objects

Manager's Signature: _____ **Date:** _____

The employee has had an opportunity to review the Job description

Employee's Signature: _____ **Date of review:** _____