

# KEY OFFICE SUPERVISOR

## How to Apply

A cover letter is required for consideration for this position and should be attached as the first page of your resume. The cover letter should address your specific interest in the position and outline skills and experience that directly relate to this position.

## Job Summary

The University of Michigan is seeking a Supervisor – University Key Systems within Facilities & Operations - Maintenance - Central Shops & Auxiliaries. The successful candidate will have direct supervision over and manage the work of office support and union maintenance personnel in the completion of key issuance and tracking, and card access management. The supervisor is also involved in new construction pertaining to print reviews, strategies for security coordination, and ultimately for implementation of each building's key distribution and access control; all of which tends to change dynamically based on personnel changes, department programs, and inter departmental space assignments.

## Responsibilities\*

- Plan and develop institution-wide key systems with primary responsibility for the security (including high security lab areas – upon unit/customer request) and integrity of the systems and management of the Key Office.
- Develop and implement long and short range plans for key system requirements for all new and existing buildings.
- Supervise employees who install, service and repair traditional and electronic key systems, doors and door hardware.
- Supervise Key Office representatives and oversee the posting of transactions, counting of money, issuing of change, preparation of deposit slips and account balancing.
- Participate in the development of budgets, departmental policies and procedures.
- Review and update design guidelines for doors and hardware.

- Specify electronic and mechanical hardware for projects.
- Review construction projects for adherence to guidelines and proper application of hardware types.
- Consult with Architects, Engineers, Facility Managers, Region Managers, and Asset Supervisors on solutions for door and hardware problems.
- Ensure consistent use of the system to properly list approximately 40,000 lockable doors as to what key or keys fit each door as well as other desired characteristics.
- Develop and administer policy and/or memorandum of understanding pertaining to keys – issuance, use, storage, and return.
- Oversee the inventory of door and hardware parts - ensure that it is sufficiently stocked to eliminate downtime and security issues by having the appropriate quantities in stock and setting reorder levels.
- Approve issuance of grand master keys as well as other restricted keys.
- Oversee the installation, operation and maintenance of the campus access control system consisting of approximately 2000 doors connected to a central system.
- Assure compliance with affirmative action and safety programs.

## **Required Qualifications\***

- Must be willing to submit to and pass federal background checks as needed given the wide access possessed by the person in this position.
- Background in design and layout of master keying and management of key code and key systems.
- Locksmith experience.
- Solid knowledge of doors, hardware and locksmithing.
- High school diploma
- At least three (3) years experience in positions of demonstrated responsibility growth within the field of key distribution, key management, card access control, & staff supervision.
- Must be able to fulfill the requirements to operate a UM vehicle.

## Desired Qualifications\*

- At least five (5) years of experience in supervision, or in a similar leadership capacity.
- Post high school completion of accredited journeymen trades program in automated door and access control related fields such as industrial electrician, and/or a college degree in related fields to computer data management, facilities maintenance or construction.
- Experience with multiple vendor types of key/key control systems and software.
- Ability to train staff in applications of key control, software, etc.
- Experience with access control systems and related software.
- Experience with the application of large institutional key control and building access policies, working closely with building constituents and the equivalent of a department of public safety or security/enforcement branch of an organization.
- Significant knowledge of the installation of card access systems in a multi-building-ownership setting.

## Work Schedule

As an exempt position, flexible hours are as required, but typical hours are Monday through Friday from 7:30am - 4pm. Incumbent must be available for consultation or call-in to address emergency situations arising during non-scheduled hours.

## Additional Information

Facilities and Operations seeks to recruit and retain a diverse workforce as a reflection of our commitment to serve the diverse people of Michigan, to sustain the excellence of the university, and to offer our students richly varied disciplines, perspectives and ways of knowing and learning.

## Background Screening

The University of Michigan conducts background checks on all job candidates upon acceptance of a contingent offer and may use a third party administrator to conduct background checks. Background checks will be performed in compliance with the Fair Credit Reporting Act.

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## Application Deadline

Job openings are posted for a minimum of seven calendar days. This job may be removed from posting boards and filled anytime after the minimum posting period has ended.

## U-M EEO/AA Statement

The University of Michigan is an equal opportunity/affirmative action employer.

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### Job Detail

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<b>JOB OPENING ID</b> 199685	<b>FULL/PART TIME</b> Full-Time	<b>POSTING BEGIN/END DATE</b> 6/18/2021 – 7/02/2021
<b>WORKING TITLE</b> Key Office Supervisor	<b>REGULAR/TEMPORARY</b> Regular	<b>SALARY</b> \$90,000.00 – \$100,000.00
<b>JOB TITLE</b> Key Office Supervisor	<b>FLSA STATUS</b> Exempt	<b>CAREER INTERESTS</b> Director / Manager / Supervisor
<b>WORK LOCATION</b> Ann Arbor Campus Ann Arbor, MI	<b>ORGANIZATIONAL GROUP</b> Maintenance Services	Environmental Safety & Security Facilities Operations
	<b>DEPARTMENT</b> Key Systems & Doors	

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