



## Office of Human Resources

### Aviation Security Agent Senior – CC2853

#### General Statement of Duties

Performs front-line airport security customer service and leadwork processing requests for Security Identification Display Area (SIDA) badges and other access authorizations at Denver International Airport (DIA).

#### Distinguishing Characteristics

Senior Aviation Security Agent is a unique classification to DIA. It provides leadwork over Aviation Security Agents in the Security section of DIA.

#### Guidelines, Difficulty and Decision-Making Level

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

#### Level of Supervision Received & Quality Review

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

#### Interpersonal Communication & Purpose

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, and gathered and discretion and judgment are required within the parameters of the job function.

#### Level of Supervision Exercised

Performs lead work over Aviation Security Agents and other Security staff.

#### Essential Duties

Develops or modifies work plans, methods and procedures; determines work priorities and develops work schedules to provide adequate staff coverage. Provides work instruction and assists employees with difficult and/or unusual assignments. Assigns and distributes work, reviews work for accuracy and completeness and returns assignments with recommendations for proper completion.

Resolves problems encountered during daily operations and determines appropriate solutions.

Contributes to the development of performance goals, documents performance, provides performance feedback, and provides information to inform the formal performance evaluation.

Responds orally to informal grievances and relays information to the supervisor.

Documents situations which may be cause for disciplinary action and provides this information to the supervisor

Conducts training of new employees to the unit

Conducts audits of completed work of Aviation Security Agent work for quality control

Reviews and evaluates forms, applications, computations, documents, and other information to determine accuracy, acceptability and compliance with federal and DIA security regulations.

Explains Transportations Security Administration (TSA) and Airport Security Program (ASP) rules, regulations and expectations to new airport, air carrier, concessionaire, contractor, and ground transportation employees

Verifies and records information in badging enterprise software for use in Security Threat Assessment and Criminal History Records Checks.

Captures fingerprint impressions of applicants to submit to the FBI for Criminal History Records Checks.

Enrolls and trains employees into the Biometrics program for specific employee access points at DIA.

Maintains confidentiality of Personally Identifiable Information per federal regulations

Advises applicants on appropriate area and format of training to complete badging process

Advises Authorized Signatories on Security Directive requirements, airport rules and regulations, the ASP and Code of Federal Regulations (CFR) part 1540 and 1542

Keeps current on all changes to local and federal regulations, Airport Security Program and TSA security directives

Answers high-volume phone requests for information and badge appointments

Distributes vehicle permits and security keys to correct customers

Operates and maintains specialized equipment associated with badge creation

Receives, records, and disburses sums of money observing city cash handling requirements.

Performs other duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

## Competencies

**Customer Service** - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

**Interpersonal Skills** - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Oral Communication - Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

Reasoning - Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Teaching Others - Helps others learn through formal or informal methods; identifies training needs; provides constructive feedback; coaches others on how to perform tasks; acts as a mentor.

Working with People - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict

Writing - Writes in a clear, concise, organized, and convincing manner for the intended audience.

### **Knowledge & Skills**

Knowledge of policies, procedures, rules, and laws relative to aviation security

Skill in utilizing computer software to accomplish a variety of tasks.

### **Education Requirement**

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

### **Experience Requirement**

Three (3) years of experience performing clerical work in a security, compliance, or regulatory organization plus one year of experience as an Aviation Security Agent.

### **Education & Experience Equivalency**

Additional appropriate education may be substituted for the minimum experience requirements.

### **Licensure & Certification**

By position, requires a valid Driver's License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

### **Working Environment**

Subject to many interruptions.

Subject to consistently high volume of customers.

### **Level of Physical Demand**

1-Sedentary (0-10 lbs.)

### **Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Sitting: remaining in the normal seated position.

Handling: seizing, holding, grasping, or otherwise working with hand(s).  
Fingering: picking, pinching, or otherwise working with fingers.  
Talking: expressing or exchanging ideas by means of spoken words.  
Hearing: perceiving the nature of sounds by the ear.  
Repetitive motions: making frequent movements with a part of the body.  
Eye/hand/foot coordination: performing work through using two or more.  
Near Acuity: ability to see clearly at 20 inches or less.  
Depth Perception: ability to judge distances and space relationships.  
Field of Vision: ability to see peripherally.  
Accommodation: ability to adjust vision to bring objects into focus.  
Color Vision: ability to distinguish and identify different colors.  
Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

### Background Check Requirement

Criminal Check  
Employment Verification  
By position, Motor Vehicle Record

### Assessment Requirement

None

### Probation Period

Six (6) months.

### Class Detail

**Pay Grade:** C-614  
**FLSA Code:** N  
**Management Level:** 8  
**Established Date:** 9/21/2018  
**Established By:** Lori Schumann  
**Revised Date:**  
**Revised By:**  
**Class History:**