



Office of Human Resources
Landside Service Agent II - CN1942
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General Statement of Duties

This is full performance level work ensuring safe and efficient flow of people using airport parking and ground transportation facilities by monitoring contract compliance of commercial carriers and parking contractors, providing airport passengers and employees with assistance on the availability of ground transportation and parking options, inspection of the airport facilities, and issuing citations for violations.

Distinguishing Characteristics

Landside Service Agent I is distinguished from Landside Service Agent II in that it standard level work performing parking permit sales, collection of fees, monitoring parking vendor performance, inspection of parking areas, and issuing citations at Denver International Airport. Landside Service Supervisor is distinguished from Landside Service Agent II in that it supervises the work of Landside Service Agent II.

Level of Supervision Exercised

By position, performs lead work.

Essential Duties

Monitors contract compliance of commercial operators and parking contractors who provide services to airport passengers and employees ensuring contractual terms of service are fulfilled, as applicable

Patrols airport parking areas and passenger arrival and departure areas to monitor performance of contractors, assist passengers in securing services, inspect condition of facilities and construction areas, and ensure safe and efficient movement of passengers and other users of the airport.

Authorizes access of commercial carriers to appropriate designated terminal levels and lanes for individual and group passenger drop off and pick up. Updates or modifies information on commercial carriers in order to monitor and/or validate their authorized status to use commercial carrier areas of the airport.

Responds to traffic problems, accidents, security incidents, and medical emergencies at airport parking and ground transportation areas.

Issues citations and/or denies access privileges to the terminal for violations of contract provisions, parking restrictions, or conflicts among individual commercial carriers.

Coordinates towing of improperly parked or abandoned vehicles, escorts towing contractor to the vehicle impound area, and inspects and records condition and contents of vehicles.

Gains compliance for airport rules and regulations with regard to facilities use, parking access, traffic control, security, and passenger service. Inspects areas for appropriate signage, safety issues, security or maintenance needs.

Staffs terminal Ground Transportation counter and provides traveling public information about various types of transportation options to and from the airport. Continuously updates availability of these options as information is made available.

Prepares reports, work orders and completes forms documenting violation incidents, location and condition of abandoned vehicles, improperly parked vehicles, construction activities, facility maintenance issues, and contractor performance as applicable.

Collects and reconciles revenues from ground transportation operations and change machines and submits to airport financial office. Performs maintenance and repair of change machines in the terminal and concourse areas and the cab token dispensers at the holding lot.

Performs other related 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

Attention to Detail – Is thorough when performing work and conscientious about attending to detail.

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.

Decision Making – Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

Problem Solving – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Reading – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

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 the Americans with Disabilities Act (ADA) sufficient to be able monitor and maintain airport facilities so that they are in compliance with the requirements of the law.

Knowledge of public safety and security; occupational health and safety; investigation and inspection; rules, regulations, precautions, and prevention techniques for protecting people, data, property.

Knowledge of laws, legal codes, court procedures, precedents, legal practices and documents, government regulations, executive order, agency rules, and government organization and functions.

Knows the organization's mission and functions, and how its social, political, and technological systems work and operates effectively within them; this includes the programs, policies, procedures, rules, and regulations of the organization

Skill in applying existing guidelines or recommending new approaches to the development and modification of work plans, methods and procedures for the work unit or function.

Education Requirement

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

Experience Requirement

Three (3) years experience performing contract monitoring, inspection, or customer service work requiring the effective interpretation and explanation of rules, codes, regulations, and procedures.

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.

This classification is required to obtain a Special Police Officer certification from the Manager of Safety's Office.

This certification is required in accordance with the City Charter and the Denver Revised Municipal Code. Failure to obtain the certification will result in withdrawal of the offer of the position or end probation status.

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

Working Environment

Pressure due to multiple calls and inquiries.

Subject to many interruptions.

Subject to varying and unpredictable situations.

Extreme Cold: temperature cold enough to cause marked body discomfort.

Extreme Heat: temperatures hot enough to cause bodily discomfort.

Hazards: Potential exposure to vehicle emissions.

Noise: sufficient to cause distraction.

Potential exposure to traffic control of multiple vehicles and must be able to physically direct same.

Level of Physical Demand

2-Light (10-20 lbs.)

Physical Demands

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

Vision Far Acuity: Ability to see clearly at 20 feet or more

Vision 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.

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

Walking: moving about on foot.

Carrying: transporting an object, usually by hand, arm, or shoulder.

Pushing: exerting force upon an object so that the object is away. Pulling: exerting force on an object so that is moving to the person. Climbing: ascending or descending objects usually with hands/feet. Balancing: maintaining body equilibrium to prevent falling over.

Stooping: bending the body by bending spine at the waist.

Kneeling: bending legs to come to rest on one or both knees.

Crouching: bending body downward and forward by bending legs.

Reaching: extending the hand(s) and arm(s) in any direction.

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.

Lifting: raising or lowering objects weighing no more than 20 pounds, from one level to another.

Background Check Requirement

Criminal Check

Employment Verification

By position, Motor Vehicle Record

Licenses/Certification

Assessment Requirement

Customer Service - Compliance

Probation Period

Six (6) months.

Class Detail

Pay Grade: N-616

FLSA Code: N

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: