



Office of Human Resources
Landside Service Agent I - CN2289

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General Statement of Duties

This is standard level work performing parking permit sales, collection of fees, monitoring parking vendor performance, inspection of parking areas, lost and found duties, and issuing citations at Denver International Airport.

Distinguishing Characteristics

Landside Service Agent II is distinguished from Landside Service Agent I in that it performs 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. Landside Service Supervisor is distinguished from Landside Service Agent I in that it supervises the work of Landside Service Agent II.

Level of Supervision Exercised

None

Essential Duties

Answers incoming calls and in person requests for general information regarding lost and found and parking. Monitors and responds to any correspondence received from customers.

Provides employees of the city, airlines, tenants, vendors, and the general public with information regarding airport parking and lost and found policies, and procedures.

Collects and records established fees for parking services such as employee parking permits, vehicle tows, abandoned vehicle tows, and other administrative fees.

Documents, tracks and maintains record keeping of found items per Denver Revised Municipal Code.

Secures and maintains security of items stored in lost and found office. Secures money, jewelry and sensitive information items in safes.

Coordinates changes in parking accounts for airlines, tenants, and vendors who use monthly, quarterly, and annual payment programs.

Utilizes a computer and a variety of software applications to search, input and manipulate data. Tracks, edits and retrieves information from database and creates reports. Conducts database searches for lost items based upon descriptions provided to determine positive identification.

Prepares daily report of cash and credit transactions and balances. Prepares shipping documents for processing of claimed items

Researches ownership of abandoned vehicles, prepares correspondence to owner, and collects appropriate charges and fees. Verifies identity of owner before releasing vehicle. Document steps in the process in database.

Researches ownership of found items with identification and attempts to contact owner. Verifies identity of owner before releasing found item Document steps in the process in database.

Patrols airport parking areas and issues warnings and citations for violations of airport parking regulations.

Retrieves and transports lost and found items to and from various locations across the airport utilizing electric cart and other equipment via airport tunnels and city vehicles.

Operates equipment in accordance with policy and procedures, screening and securing items that may be dangerous or hazardous, ensuring safety and security at the airport. Processes hazardous and dangerous materials in accordance with appropriate regulations, guidelines and environmental policies and procedures.

Maintains records, processes inventory, packs and delivers excess items to General Services for disposition.

Ensures vendors and contractors are following all contract requirements including staffing, staging and loading, and signage.

Inspects parking and traffic flow areas for conditions affecting safety and traffic flow. Reports conditions to appropriate authority.

Coordinates towing of improperly parked vehicles with police and towing contractor.

Escorts towing contractor to vehicle impound lot with impounded vehicle.

Inspects and records condition and contents of vehicles towed or relocated.

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.

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

Knowledge & Skills

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.

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 filing, typing, entering data, maintaining records, and using and completing forms.

Education Requirement

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

Experience Requirement

Two (2) years experience performing cashiering, contract monitoring, inspection, or customer service work requiring the explanation of rules, codes, regulations, and procedures.

Education & Experience Equivalency

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

Licensure & Certification

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

Some positions may be 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.

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.):

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.

Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

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.

Background Check Requirement

Criminal Check

Employment Verification

By position, Motor Vehicle Record

By position, Licenses/Certification

Assessment Requirement

Customer Service - Compliance

Probation Period

Six (6) months.

Class Detail

Pay Grade: N-612

FLSA Code: N

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: