



# CITY OF HOUSTON

## JOB DESCRIPTION

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Job Code: 925.1

Job Title: **LANDSIDE AGENT**

Pay Grade: 13

### **GENERAL SUMMARY:**

Maintains a safe and efficient landside airport environment by ensuring the efficient operations of roadways, terminals, and ground transportation activities for passengers and airport personnel. Under general supervision; performs work involving the oversight of commercial vehicle operations and traffic control in terminals and on roadways. Enforces safety, and security regulations and policies.

### **RESPONSIBILITIES:**

- Performs staging area duties including but not limited to posting and dispatch of taxicabs utilizing the Taxi Dispatch System, process taxi ticket trip sales, and conduct staging lot inspections.
- Performs terminal area duties including but not limited to obtaining a taxi for passengers, collecting departure fees from taxicabs, and maintaining taxicab availability.
- Facilitates commercial vehicle (i.e. Limousines, shuttles, taxis and Transportation Network Company "TNC" vehicles), processing permit sales and compliance by conducting inspections in accordance with applicable regulations and policies.
- Oversees curb zones for safe and efficient traffic flow of both pedestrians and vehicles. Enforces tow and parking regulations by notifying primary agent and/or supervisor of potential citation.
- Monitors passenger access to airport terminals. Assists with traffic accidents and disabled vehicles by notifying emergency personnel and maintenance teams as needed.
- Responds to call for assistance by customers and the Airport Communication Center "ACC" in a timely manner. Addresses and deescalates situations as appropriate, and takes necessary corrective actions to remedy issues that arise.
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- May conduct inspections of all landside facilities, roads, and terminals. Monitor security access points, challenge airport badges, conduct periodic and random inspections, in partnership with all stakeholders, tenants, contractors and other governmental agency representatives. Notifies supervisor of any unsafe conditions, violations and discrepancies.
- Completes daily reports/logs of all activities (i.e. ticket and permit sales, taxi/vehicle activity, etc.) conducted during a shift.
- Contributes to the team by performing other duties as assigned.

### **SPECIFICATIONS:**

#### **KNOWLEDGE:**

Requires an Associate's degree in Aviation Management, Airway Science, Criminal Justice, Law Enforcement, Business Administration, Public Administration or a related field.

## **SPECIFICATIONS (continued):**

### **EXPERIENCE:**

Six (6) months of experience in airport operations, airport security, airport safety and/or any other customer service related field is required.

Directly related professional experience in airport operations/security or customer service may substitute for the above education requirement on a year-for-year basis.

**LICENSES/CLEARANCES:** Requires a valid Class C Texas Driver's license and compliance with COH policies on driving. Must be able to pass a criminal background check, obtain and maintain federally-mandated security clearances for working at an airport.

### **COMPLEXITY:**

Work consists of routine standard procedures and tasks where simple analytical ability is required to select and execute actions.

### **IMPACT OF ACTIONS:**

Errors in work lead to minor inconvenience and incur some costs. Work is typically performed under close to moderate supervision of routine duties to ensure completion of tasks. The supervisor is generally close by to answer questions.

### **SUPERVISION EXERCISED:**

#### **Direct Supervision:**

No direct report employees.

#### **Indirect Supervision:**

No indirect reports.

### **CONTACTS:**

#### **Internal Contacts:**

Level of internal contact is primarily with the clerical and technical staffs. Interaction involves routine information exchange and/or simple service activity requiring common courtesy; e.g., answering questions, giving directions in response to simple requests.

#### **External Contacts:**

Level of external contact is primarily with citizens, visitors and/or mid-level representatives and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations. Interaction involves information exchange and/or simple service activity requiring moderate tact and cooperation.

### **PHYSICAL EFFORT:**

The position occasionally requires stooping or bending. Occasional very light lifting, such as three or four reams of papers or books (up to 20 pounds or an equivalent weight) may be required.

### **WORK ENVIRONMENT:**

There are routine discomforts from exposure to moderate heat, cold, moisture/wetness and unpleasant air conditions. The position may involve routine exposure to soiled materials and light chemical substances such as cleaning solutions.

### **PHYSICAL SKILL:**

Requires the ability to make coordinated gross motor movements in response to changing external stimuli within moderately demanding tolerances; or the ability to make coordinated movements on a patterned response space within low tolerance demands with no real speed requirements.

## **MISCELLANEOUS:**

All duties and responsibilities may not be included in the above job description.

## **JOB FAMILY:**

Landside Agent  
Senior Landside Agent  
Airport Operations Supervisor - Landside

*Effective: September 2019*

*Revised: May 2022*