CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 925.1

Job Title: **TRAFFIC OPERATIONS AGENT**

Pay Grade: 13

GENERAL SUMMARY:

Under general supervision, performs traffic control and monitors vehicular traffic flow and curb zones at terminals and on roadways to maintain a safe and efficient landside airport environment for passengers, guests and airport personnel.

RESPONSIBILITIES:

- Monitors curb zones for safe and efficient traffic flow of both pedestrians and vehicles. Enforces tow and parking regulations and issues citations.
- Monitors passenger and guest access to airport terminals. Assists with traffic accidents and disabled vehicles by notifying emergency personnel and maintenance teams as needed.
- Provides customer service while performing duties. Assists airport customers by answering questions and resolving issues.
- Responds to calls for assistance by customers and the Integrated Coordination Center (ICC) in a timely manner. Addresses and deescalates situations as appropriate and takes necessary corrective actions to remedy issues that arise.
- In accordance with CFR 1542, which covers airport security and safety, notifies supervisor of any unsafe conditions, violations and/or discrepancies at landside facilities and terminals. May monitor security access points, challenge airport badges, conduct periodic and random checks, in partnership with all stakeholders, tenants, contractors and other governmental agency representatives.
- Completes daily reports/logs of all activities (i.e. ticket and permit sales, taxi/vehicle activity, etc.) conducted during a shift.
- May facilitate commercial vehicle processing (i.e. limousines, shuttles, taxis and Transportation Network Company “TNC” vehicles), including permit sales and compliance by conducting inspections in accordance with applicable regulations and policies.
- May perform staging area duties including but not limited to post and dispatch of taxicabs, process taxi ticket trip sales, and conduct staging lot inspections. Obtains taxis for passengers, collects departure fees from taxicabs, and maintains taxi availability.
- Supports passengers, guests, and operational activities during emergencies, outages, construction-related closures and other irregular operations. During emergencies, acts as a field liaison and maintains order following the Airport Emergency Plan and other airport rules and regulations.
- May suggest improvements to the customer experience, such as passenger processing and facility aesthetics, based on observations and/or input of passengers, business partners and team members.
- 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, hospitality, or a related field.

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

Directly related 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 the City of Houston's policy on driving. Must be able to pass a criminal background check and 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:

Traffic Operations Agent / Airport Customer Service Agent
Terminal Operations Officer
Airport Terminal Operations Supervisor

Effective: September 2019
Revised: September 2025