CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 925.2

Job Title: **SENIOR LANDSIDE AGENT**

Pay Grade: 17

GENERAL SUMMARY:

Maintains a safe and efficient airport environment for passengers and personnel by conducting landside inspections, regulatory investigations, and emergency response and security activities. Assist with activities by acting in a lead capacity to Agents and enforces safety, security regulations and policies.

RESPONSIBILITIES:

- Inspects airport terminal areas, the perimeter, and tenant facilities to ensure safe and secure operations. Prepares inspection reports. Reports unsafe conditions and policy/procedure violations to the appropriate personnel and takes corrective action as needed.

- Observes and reports tenant and airline activities to ensure compliance with airport leases, contracts, standards and policies/procedures. Reports violations to supervisor and takes corrective action as needed.

- Inspects and enforces applicable regulations and policies by performing required safety and compliance inspections of commercial vehicles and may issue citations as needed.

- Acts as field liaison during emergencies. Supports operational activities and maintains order during aeronautical-related emergencies, following the Airport Emergency Plan and other airport rules and regulations.

- May performs security activities and maintains reports.

- May perform traffic and curbside management duties as needed.

- May assist in training of Agents

- Contributes to the team by performing other duties as assigned.

SPECIFICATIONS:

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

EXPERIENCE:
Two years 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.

SPECIFICATIONS: (continued)

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 standard procedures and tasks where basic analytic ability is required in following guidelines, policies and precedents.

IMPACT OF ACTIONS:
Errors in work lead to minor inconvenience and incur some costs. Work is typically performed under moderate supervision and within standard operating procedures. The incumbent functions occasionally can function autonomously, with the supervisor available to answer questions as they arise.

SUPERVISION EXERCISED:

Direct Supervision:
May involve general scheduling and review of work as a "working supervisor" or lead person.

Indirect Supervision:
No indirect reports.

CONTACTS:

Internal Contacts:
Level of internal contact is primarily with the clerical and technical staffs. Interaction requires moderate tact and cooperation; e.g., scheduling and/or coordinating two personal calendars, resolving problems and/or obtaining necessary information.

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 requires substantial sensitivity and cooperation; e.g., lower-level problem resolution, providing information to citizens who from time to time may be irate.

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