CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 925.4

Job Title: **TERMINAL OPERATIONS OFFICER**

Pay Grade: 17

GENERAL SUMMARY:

Maintains a safe and efficient airport environment for passengers and personnel by conducting inspections, regulatory investigations, emergency response, and security activities in the terminal, airport operations area (AOA), perimeter, and tenant facilities. Enforces security regulations and policies while providing customer service.

RESPONSIBILITIES:

- Proactively inspects airport terminal areas, Airport Operations Area (AOA), perimeter, outbuildings, and tenant facilities to ensure safe and secure operations in accordance with regulations, such as CFR 1542. Monitors for security/safety concerns and policy/procedure violations, and implements corrective actions; reports inspection findings to appropriate personnel. Performs TSA-mandated inspections.

- Responds to both regulated and non-regulated calls for service, including medical incidents, fire alarms, disturbances, badge issues, breaches, K-9 sweeps, unattended items, and roadway issues (e.g., roadway incidents, liability events, blocked access). Performs calls for service to all outbuildings on property.

- 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.

- Inspects facilities to initiate work orders, including follow-up with maintenance to close out work orders requests.

- Observes and reports tenant and airline activities to ensure compliance with airport leases, contracts, and operational standards, including safety and security.

- Records violations and ensures follow-up; may issue Notices of Violation.

- Provides customer service while performing field duties in and around the terminal and landside areas. Assists airport customers and tenants by answering questions, resolving issues.

- Performs and maintains reports on airport security activities, including monitoring of airport security plan (ASP) areas and airport operations area (AOA) gates during system issues, implementing security incentive programs, and supporting investigations.

- Performs and reports on traffic and curbside management duties as needed. Inspects and enforces applicable regulations and policies; may request towing.

- Recommends 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.

- Supports special events and the facilitation of dignitaries, VIPs, and ADA passengers; assists with lost & found.

- May assist in the training and onboarding of teammates.
- Contributes to the team effort 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, hospitality, or a related field.

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

EXPERIENCE:
One year of experience in airport operations, airport security/safety, or airport customer service is required

LICENSES/CLEARANCES:
Requires a valid Class C Texas driver's license and compliance with the City of Houston's policy on driving (AP 2-2).

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 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:
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 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:

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

Effective: September 2025