

**City of San José**  
**CLASS SPECIFICATION**

**Title: Aviation Security and Permit Specialist (3543)**

<b>DEPARTMENT</b>	<b>ACCOUNTABLE TO</b>	<b>FLSA STATUS</b>
Airport	Airport Operations Supervisor I/II/III	Non-Exempt

**CLASS SUMMARY**

Under general supervision, performs a wide variety of specialized tasks in support of federally regulated aviation security operations and programs. Responsibilities include administrative tasks, administering San Jose International Airport (SJC) ID badges and keys, collecting fees and fines, issuing ground transportation and parking permits, and ensuring compliance with the Airport Security Program (ASP), local and federal regulations, and Transportation Security Administration (TSA) directives. Performs other related duties as required.

**DISTINGUISHING CHARACTERISTICS**

This class performs as an individual contributor in a specialized administrative program that supports compliance in airport security functions. This class is distinguished from the Office Specialist series, in that the latter has general clerical responsibilities.

**QUALIFICATIONS**

**(These qualifications are typically required. An equivalent combination of education and experience sufficient to satisfactorily perform the duties of the job may be substituted.)**

**Minimum Qualifications**

**Education and Experience**

Successful completion of high school or equivalent such as General Education Diploma (GED) or California Proficiency Certificate AND three (3) years of experience in varied office clerical work.

**Required Licensing (such as driver's license, certifications, etc.)**

- Complete and pass a TSA mandated Criminal History Records Check and a Security Threat Assessment and all other City, State, or Federal requirements.
- Possess a valid California Driver's License.

**Other Qualifications**

**(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)**

**Basic Competencies**

**(Needed at entry into the job or in order to perform the essential duties).**

**Job Expertise** – Demonstrates knowledge of and experience with applicable professional/technical principles and practices, including confidentiality of Sensitive Security Information (SSI), simple arithmetic calculations, and records management, Citywide and departmental procedures/policies and federal and state rules and regulations.

**Communication Skills** - Communicates and listens effectively and responds in an timely, effective, positive and respectful manner; written reports and correspondence are accurate, complete, current; well-organized, legible, concise, neat, and in proper grammatical form responds to statements and comments of others in a way that reflects understanding of the content and the accompanying emotion; asks clarifying questions to assure understanding of what the speaker intended, ensures consistent communication takes place within area of responsibility.

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Computer Skills - Experienced with common business computer applications including but not limited to: MS Outlook, MS Word, MS PowerPoint, MS Access, and MS Excel.

Customer Service - Demonstrates the ability to anticipate customers' needs and deliver services effectively and efficiently in a timely, accurate, respectful and friendly manner.

Leadership - Leads by example; demonstrates high ethical standards; remains visible and approachable and interacts with others on a regular basis; promotes a cooperative work environment, allowing others to learn from mistakes; provides motivational supports and direction.

Multi-tasking - Can handle multiple projects and responsibilities simultaneously; has handled a wide variety of assignments in past and/or current position(s).

Reliability - Completes quality work assignments in a timely and efficient manner; fulfills responsibilities and maintains confidentiality as appropriate.

Team Work and Interpersonal Skills - Develops effective relationships with co-workers and supervisors by helping others accomplish tasks and using collaboration and conflict resolution skills.

**Desirable Qualifications (likely to contribute to more successful job performance; can often be learned on the job):**

Knowledge of:

- Local, state, and federal regulations related to Airport badging, parking, and ground transportation permit procedures.
- Effective uses of computer equipment, databases, and various software programs.

Ability to:

- Maintain effective working relationships with others.
- Perform necessary procedural matters without immediate supervision.
- Learn operation of two-way radio equipment and perform dispatch duties.
- Summarize and give information on laws, procedures, and other written materials.
- Take initiative and be proactive in resolving customer complaints and other issues.

DUTY NO.	<b><u>TYPICAL CLASS ESSENTIAL DUTIES:</u> (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:</b>	FRE-QUENCY*
1.	Assist customers with completing badge permit applications by identifying required documents, verifying eligibility with other agencies, and understanding permit requirements, rules, and regulations; professionally greet customers; assist customers with completing the appropriate request forms; resolve information and documentation discrepancies with customer accounts; provide responses to general customer inquiries through email, phone, walk-in, and mail; and process customer appointment requests using the online scheduler.	Daily

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2.	Provide information to customers and staff regarding the identification program, TSA, the Federal Aviation Administration (FAA), Public Utilities Commission, and airport rules and regulations and interpret SJC policies and procedures for customers and staff.	Daily
3.	Review and process requests for security badges and keys; ensure requests are complete, accurate, and in accordance with TSA Regulation 1542, FAA regulations, the ASP, and SJC policies; enter application data into the Airport security badge computer software system; issue badges and keys; resolve any badge or key related issues; monitor the return of ID badges and security keys; and update the airport security system with terminated airport employees, tenants, and vendors.	Daily
4.	Fingerprint security badge applicants using sophisticated inkless equipment in strict compliance with system specification and in accordance with the SJC ASP; transmit data to appropriate federal agencies in compliance with all applicable policies and procedures; and enroll applicant's biometric fingerprints for access into the control system.	Daily
5.	Maintain various Airport databases, including the Airport Access Control Systems (AACS), Criminal History Record Clearances (CHRC), and Security Threat Assessments (STA) for Airport employees, tenants and/or vendors. Notify and respond to employer inquiries on CHRC and STA clearances.	Daily
6.	Schedule and monitor daily Computer Based Training (CBT) sessions.	Daily
7.	Calculate, collect, and accurately track fees for identification badges, fingerprints, security keys, and ground transportation and parking permits; monitor and balance check clearances, credit card transactions, charges to tenant and vendor accounts, and airport account funds; prepare cash transmittals to the airport accounting office and keep a daily balance sheet of all revenue collected; and sort and review documentation for all financial transactions to ensure that records are complete and in accordance with standard operating procedures.	Daily
8.	Search on-line databases or ID office files for information necessary to complete the processing of required documentation and compile statistical and financial records of actions taken. Maintain office files for required documentation in alphabetical or numerical sequence, code forms, log information into the on-line database, and file back-up documentation in accordance with record-keeping procedures.	Daily
9.	Process and issue ground transportation permits and employee/tenant parking permit applications for registered and unregistered vehicles and review applications for completeness and authorized signatures.	Daily
10.	Operate various office machines ranging from office printers, payment collection machines, and parking validation machines.	Daily
11.	Assist in creating new company accounts in the Airport security database and prepare and maintain complex reports and records.	Occasional
12.	Assist in processing results of TSA regulated badge and key audits; and ensure all necessary corrections to badge and key records are made in AACS in a timely manner.	As Required

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13.	Perform other duties of a similar nature or level.	As Required

\*Frequency defined as %, (totaling 100%) *or* “Continuous” (daily or approximately 20%+), “Frequent”(weekly or approximately 15%+), “Occasional”(monthly or approximately 10%+), “As Required”(Intermittent or 5% or less)

<b>CLASSIFICATION HISTORY</b> <i>Created 05/16; s000</i>
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