



Career Service Authority  
Landside Service Agent I

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### **GENERAL STATEMENT OF CLASS DUTIES**

This is standard level work performing parking permit sales, collection of fees, monitoring parking vendor performance, inspection of parking areas, and issuing citations at Denver International Airport.

### **DISTINGUISHING CHARACTERISTICS**

Landside Service Agent II is distinguished from Landside Service Agent I in that it performs full performance level work ensuring safe and efficient flow of people using airport parking and ground transportation facilities by monitoring contract compliance of commercial carriers and parking contractors, providing airport passengers and employees with assistance on the availability of ground transportation and parking options, inspection of the airport facilities, and issuing citations for violations. Landside Service Supervisor is distinguished from Landside Service Agent I in that it supervises the work of Landside Service Agent II.

#### ***Guidelines, Difficulty and Decision Making Level:***

Guidelines are generally numerous, well established and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

#### ***Level of Supervision Received and Quality Review:***

Under normal supervision, within a standardized work situation, the employee performs duties common to the line of work without close supervision or detailed instruction. Work product is subject to continual review.

#### ***Interpersonal Communications and Purpose:***

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered or presented and some degree of discretion and judgment are required within the parameters of the job function.

***Level of Supervision Exercised:***

None.

**ESSENTIAL DUTIES**

Collects and records established fees for parking services such as employee parking permits, vehicle tows, abandoned vehicle tows, and other administrative fees.

Provides employees of the city, airlines, tenants, vendors, and the general public with information regarding airport parking fees, policies, and procedures.

Coordinates changes in parking accounts for airlines, tenants, and vendors who use monthly, quarterly, and annual payment programs.

Prepares daily report of cash and credit transactions and balances.

Researches ownership of abandoned vehicles, prepares correspondence to owner, and collects appropriate charges and fees. Verifies identity of owner before releasing vehicle. Document steps in the process in database.

Patrols airport parking areas and issues warnings and citations for violations of airport parking regulations.

Ensures vendors and contractors are following all contract requirements including staffing, staging and loading, and signage.

Inspects parking and traffic flow areas for conditions affecting safety and traffic flow. Reports conditions to appropriate authority.

Coordinates towing of improperly parked vehicles with police and towing contractor.

Escorts towing contractor to vehicle impound lot with impounded vehicle.

Inspects and records condition and contents of vehicles towed or relocated.

Performs other related duties as assigned or requested.

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Any one position may not include all of the duties listed.  
However, the allocation of positions will be determined by  
the amount of time spent in performing the essential duties  
listed above.  
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**MINIMUM QUALIFICATIONS**

***Competencies, Knowledges & Skills:***

**Oral Communication** – Expresses information to individuals or groups effectively, taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds accordingly

**Interpersonal Skills** – Shows understanding, courtesy, tact, empathy, concern; develops & maintains relationships; may deal with people who are difficult, hostile, distressed; relates well to people from different backgrounds and situations; is sensitive to individual differences

**Decision Making** – Makes sound, well-informed, and objective decisions; perceives the impact and implications of decisions; commits to action, even in uncertain situations, to accomplish organizational goals; causes change

**Reasoning** – Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions

**Problem Solving** – Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations

**Self Esteem** – Believes in own self-worth; maintains a positive view of self and displays a professional image

**Integrity/Honesty** – Contributes to maintaining the integrity of the organization; displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others' is trustworthy

**Influencing/Negotiating** – Persuades others to accept recommendations, cooperate, or change their behavior; works with others towards an agreement; negotiates to find mutually acceptable solutions.

**Conflict Management** – Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact

**Stress Tolerance** – Deals calmly and effectively with high stress situations) for example, tight deadlines, hostile individuals, emergency situations, dangerous situations)

**Flexibility** – Is open to change and new information; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with ambiguity

**Customer Service** – Works with customers to assess needs, provide assistance, resolve problems, satisfy expectations; knows products and services; is committed to providing quality products and services.

**Attention to Detail** – Is thorough when performing work and conscientious about attending to detail

**Technical Competence** – Uses knowledge this is acquired through formal training or extensive on-the-job experience to performs one's job; works with, understands, and evaluates technical information related to the job; advise others on technical issues.

**Legal, Government, and Jurisprudence** – Knowledge of laws, legal codes, court procedures, precedents, legal practices and documents, government regulations, executive order, agency rules, and government organization and functions.

**Technology Application** – Uses machines, tools, or equipment effectively; uses computers and computer applications to analyze and communicate information in the appropriate format

**Teamwork** – Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals

**Self-Management** – Sets well-defined and realistic personal goals; displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior

**Organizational Awareness** – Knows the organization's mission and functions, and how its social, political, and technological systems work and operates effectively within them; this includes the programs, policies, procedures, rules, and regulations of the organization

**Memory** – Recalls information that has been presented previously

**Reading** – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations

**Clerical** – Knowledge of filing, typing, entering data, maintaining records, and using and completing forms

**Writing** – Recognizes or uses correct English grammar, punctuation, and spelling; communicates information in a succinct and organized manner; produces written information, which may include technical material, that is appropriate for the intended audience

**Public Safety and Security** – Knowledge of public safety and security; occupational health and safety; investigation and inspection; rules, regulations, precautions, and prevention techniques for protecting people, data, property

### ***Physical Demands:***

Vision Far Acuity: Ability to see clearly at 20 feet or more.

Vision Near Acuity: Ability to see clearly at 20 inches or less.

Depth Perception: Ability to judge distances and space relationships.

Field of Vision: ability to see peripherally.

Accommodation: Ability to adjust vision to bring objects into focus.

Color Vision: Ability to distinguish and identify different colors.

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Lifting: raising or lowering an object from one level to another.

Carrying: transporting an object, usually by hand, arm, or shoulder.

Pushing: exerting force upon an object so that the object is away.

Pulling: exerting force on an object so that is moving to the person.

Climbing ascending or descending objects usually with hands/feet.

Balancing: maintaining body equilibrium to prevent falling over.

Stooping: bending the body by bending spine at the waist.

Kneeling: bending legs to come to rest on one or both knees.

Crouching: bending body downward and forward by bending legs.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

***Working Environment:***

Pressure due to multiple calls and inquiries.  
Subject to many interruptions.  
Subject to varying and unpredictable situations.  
Extreme Cold: temperature cold enough to cause marked body discomfort.  
Extreme Heat: temperatures hot enough to cause bodily discomfort.  
Hazards: exposed to vehicle emissions.  
Noise: sufficient to cause distraction.

***Education Requirement:***

Graduation from high school or possession of a GED certificate.

***Experience Requirement:***

Two years experience performing cashiering, contract monitoring, inspection, or customer service work requiring the explanation of rules, codes, regulations, and procedures.

***Education/Experience Equivalency:***

Additional appropriate education may be substituted for the minimum experience requirement.

***Licensure and/or Certification:***

Possession of a valid Colorado Class "R" Driver's License at the time of application. This classification is required to obtain a Special Police Officer certification from the Manager of Safety's Office. This certification is required in accordance with the City Charter and the Denver Revised Municipal Code. Failure to obtain the certification will result in withdrawal of the offer of the position or end probation status.

**CLASS DETAIL**

***FLSA CODE:*** Non-exempt

***ESTABLISHED DATE:*** 09/23/2007

***REVISED DATE:***

***REVISED BY:*** Steve Adkison

***CLASS HISTORY*** This is a new class. The class was created to describe the work performed in the Parking Permit Office of Denver International Airport.