



Career Service Authority
Landside Service Agent II

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GENERAL STATEMENT OF CLASS DUTIES

This is 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.

DISTINGUISHING CHARACTERISTICS

Landside Service Agent I is distinguished from Landside Service Agent II in that it 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. Landside Service Supervisor is distinguished from Landside Service Agent II in that it supervises the work of Landside Service Agent II.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

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

Contacts with the persons under stress or emergency conditions where an immediate service is rendered according to established procedures or instructions.

Level of Supervision Exercised:

May perform leadwork

ESSENTIAL DUTIES

Monitors contract compliance of commercial operators and parking contractors who provide services to airport passengers and employees ensuring contractual terms of service are fulfilled, as applicable

Patrols airport parking areas and passenger arrival and departure areas to monitor performance of contractors, assist passengers in securing services, inspect condition of facilities and construction areas, and ensure safe and efficient movement of passengers and other users of the airport.

Authorizes access of commercial carriers to appropriate designated terminal levels and lanes for individual and group passenger drop off and pick up. Updates or modifies information on commercial carriers in order to monitor and/or validate their authorized status to use commercial carrier areas of the airport.

Responds to traffic problems, accidents, security incidents, and medical emergencies at airport parking and ground transportation areas.

Issues citations and/or denies access privileges to the terminal for violations of contract provisions, parking restrictions, or conflicts among individual commercial carriers.

Coordinates towing of improperly parked or abandoned vehicles, escorts towing contractor to the vehicle impound area, and inspects and records condition and contents of vehicles.

Gains compliance for airport rules and regulations with regard to facilities use, parking access, traffic control, security, and passenger service. Inspects areas for appropriate signage, safety issues, security or maintenance needs.

Staffs terminal Ground Transportation counter and provides traveling public information about various types of transportation options to and from the airport. Continuously updates availability of these options as information is made available.

Prepares reports, work orders and completes forms documenting violation incidents, location and condition of abandoned vehicles, improperly parked vehicles, construction activities, facility maintenance issues, and contractor performance as applicable.

Collects and reconciles revenues from ground transportation operations and change machines and submits to airport financial office. Performs maintenance and repair of change machines in the terminal and concourse areas and the cab token dispensers at the holding lot.

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

Leadership – Influences, motivates, and challenges others; adapts leadership styles to a variety of situations

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

Knowledge of the Americans with Disabilities Act (ADA) sufficient to be able monitor and maintain airport facilities so that they are in compliance with the requirements of the law.

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.
Lifting: raising or lowering and object more than 50 pounds.

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.
Exposed to traffic control of multiple vehicles and must be able to physically direct same.

Education Requirement:

Graduation from high school or possession of a GED certificate.

Experience Requirement:

Three years experience performing contract monitoring, inspection, or customer service work requiring the effective interpretation and 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: 09/16/1995

REVISED DATE: 09/23/2007

REVISED BY: Steve Adkison

CLASS HISTORY This is an updated version of Landside Operations Agent. The class duties were updated and the title changed to reflect the changes of duties. The positions exist at Denver International Airport.