



Office of Human Resources  
Aviation Security Badging Agent Lead - CC2853  
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### General Statement of Duties

Performs front-line airport security customer service and leadwork processing requests for regulatory Security Identification Display Area (SIDA) badges and other access authorizations at Denver International Airport (DEN).

### Distinguishing Characteristics

Aviation Security Badging Agent Lead is a unique classification to DEN . It provides leadwork over Aviation Security Badging Agent in the Security section of DEN.

### Essential Duties

Leads a team of badging agents and assists Supervisors with the daily operationis of the security badging department.

Develops or modifies work plans, methods and procedures; determines work priorities and develops work schedules to provide adequate staff coverage. Provides work instruction and assists employees with difficult and/or unusual assignments. Assigns and distributes work, reviews work for accuracy and completeness and returns assignments with recommendations for proper completion.

Resolves problems encountered during daily operations and determines appropriate solutions.

Contributes to the development of performance goals, documents performance, provides performance feedback, and provides information to inform the formal performance evaluation.

Responds orally to informal grievances and relays information to the supervisor.

Documents situations which may be cause for disciplinary action and provides this information to the supervisor.

Creates training content material and Cconducts training of new employees onboarding into the department.

Conducts audits of completed work of Aviation Security Badging Agent work for quality control.

Reviews and evaluates forms, applications, computations, documents, and other information to determine accuracy, acceptability and compliance with the Transportation Security Administration (TSA) regulations and DEN airport rules and regulations.

Explains Transportations Security Administration (TSA) and Airport Security Program (ASP) rules, regulations and expectations to new airport, air carrier, concessionaire, contractor, and ground transportation employees.

Verifies and records Personal Identifiable Information (PII) in badging enterprise software for use in Security Threat Assessment and Criminal History Records Checks.

Captures fingerprint impressions of applicants to submit to the FBI for Criminal History Records Checks.

Enrolls and trains employees into the Biometrics program for specific employee access points at DEN.

Maintains confidentiality of sensitive security information (SSI) and Personally Identifiable Information (PII) per federal regulations.

Advises applicants on appropriate area and format of training to complete badging process.

Advises Authorized Signatories on Security Directive requirements, airport rules and regulations, the ASP and Code of Federal Regulations (CFR) part 1540 and 1542.

Keeps current on all changes to acceptable documents, local and federal regulations, Airport Security Program and TSA security directives.

Answers high-volume phone requests for information and badge appointments.

Distributes vehicle permits and security keys to correct customers.

Operates and maintains specialized equipment associated with badge creation.

Records and documents fees associated to airport security badging, keys, and vehicle permitting.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

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.

## Competencies

**Customer Service** - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

**Interpersonal Skills** - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

**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 appropriately.

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

**Teaching Others** - Helps others learn through formal or informal methods; identifies training needs; provides constructive feedback; coaches others on how to perform tasks; acts as a mentor.

**Working with People** - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict.

**Writing** - Writes in a clear, concise, organized, and convincing manner for the intended audience.

**Accuracy** – Collects and enters personal identifiable information into the Identity Management System exactly as it appears on acceptable identification documents and employment authorization.

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

Information Management - Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.

Problem Solving - Defines the problem, generates solutions and implements/follows up with the customer.

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.

### **Knowledge & Skills**

Knowledge of policies, procedures, rules, and laws relative to aviation security

Skill in utilizing computer software to accomplish a variety of tasks.

### **Level of Supervision Exercised**

Performs lead work over Aviation Security Agents and other Security staff.

### **Education Requirement**

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

### **Experience Requirement**

Three (3) years of experience performing administrative work in a security, compliance, or regulatory organization and one (1) year of experience as an Aviation Security Badging Agent.

### **Education & Experience Equivalency**

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

### **Licensure & Certification**

By position, requires a valid Driver's License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

### **Working Environment**

Subject to many interruptions.

Subject to consistently high volume of customers.

### **Level of Physical Demand**

1-Sedentary (0-10 lbs.)

### **Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Accommodation: Ability to bring objects into focus.

Color vision: Ability to distinguish and identify different colors.

Depth Perception: Ability to judge distances and space relationships.

Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.

Field of Vision: Ability to sharply detect or perceive objects peripherally.

Fingering: Picking and pinching, through use of fingers or otherwise.

Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.

Hearing: Perceiving and comprehending the nature and direction of sounds.

Lifting: Moving objects weighing no more than 20 pounds from one level to another.

Repetitive motions: Making frequent or continuous movements.

Sitting: Remaining in a stationary position.

Standing: Remaining in a stationary position.

Talking: Communicating ideas or exchanging information.

Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.

Walking: Ability to move or traverse from one location to another.

### Background Check Requirement

Criminal Check

Employment Verification

By position, Motor Vehicle Record

### Assessment Requirement

None

### Probation Period

Six (6) months.

### Class Detail

**Pay Grade: NE-12**

**FLSA Code: N**

**Established Date: 9/21/2018**

**Established By: LS**

**Revised Date: 6/16/2024**

**Revised By: AOF**

**Class History: 7/23/21 – Revised title; 6/16/24 – Revised title, job duties and pay grade.**