

AIRPORTS CREDENTIALING SUPERVISOR

DEFINITION

Under direction, supervises staff and coordinates activities in the Airports Badging Office; ensures federally-mandated airport badging requirements including Transportation Security Administration (TSA) standards are met; and performs related duties as required.

SUPERVISION RECEIVED/EXERCISED

Receives supervision from Director of Airports or designee. Exercises supervision over assigned staff.

DISTINGUISHING CHARACTERISTICS

The Airports Credentialing Supervisor is responsible for coordinating activities and staff in the Airports Badging Office ensuring Transportation Security Agency (TSA) requirements are met for badge and security access to Airports staff and vendors consistent with Criminal History Records Check (CHRC) and Security Threat Assessment (STA) clearance. Responsibilities include coordinating workflow and processes; training staff in work procedures and methods and providing performance reviews; recommending approval/denial of applicant badging requests to Airports management staff; maintaining records consistent with federal requirements and departmental policies and procedures; handling the most difficult, complex and sensitive badging issues; and performing related work as required.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

May include, but are not limited to, the following:

Supervises staff in the Airports Badging Office. Responsibilities include coordinating, assigning and evaluating the work of staff and issuing corrective action when necessary.

Evaluates policies, procedures, work methods and systems including software systems utilized in the course of work; recommends changes when necessary.

Consistent with federally mandated requirements including TSA standards, develops, implements, maintains, locates and archives records, documents and other pertinent data; assists department administration in developing and implementing automated record keeping systems and processes.

Communicates and interprets policies, rules, regulations and procedures to staff, signors, vendors and the public.

Recommends the approval/denial of badging applicants to Airports management staff consistent with CHRC and STA clearance guidelines.

Monitors and reviews documents for completeness, accuracy, and compliance with policies, rules, regulations and procedures.

Prepares or oversees the preparation of reports, correspondence and special studies, and conducts research.

Ensures records are maintained and coordinates internal and external audits.

Maintains office inventory and supplies; authorizes invoices for payment; maintains payment logs and receipts; monitors the unit budget and expenditures.

Performs related duties as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Federal, State, and Local laws, rules, regulations, and policies governing the Airports badging process.

Airports procedures and terminology.

Principles and practices of records management and file maintenance.

Principles and practices of effective employee supervision, including selection, training, work evaluation and discipline.

Principles and practices of effective customer service.

Proper English usage, grammar, spelling and punctuation.

Skill/Ability to:

Supervise, interview, select, train, evaluate, discipline and promote subordinate staff.

Evaluate work procedures and methods; recommend and implement changes as necessary.

Coordinate and maintain records consistent with federally mandated requirements and departmental guidelines.

Understand, interpret and apply department/program policies, rules, regulations and procedures.

Provide recommendations and technical guidance to staff on the most complex issues.

Utilize computer database systems to enter, process and maintain applicant information including clearances.

Communicate effectively both orally and in writing.

Complete mathematical calculations in collecting fees, issuing receipts, preparing invoices and maintaining records.

Handle the most complex and sensitive issues in the Airports Badging Office; maintain confidentiality and use sound judgment in handling applicant information.

Operate modern office equipment including computer hardware and software applications.

Operate a motor vehicle safely as needed.

Establish and maintain effective working relationships at all organizational levels, as well as with other agencies and the public.

MINIMUM QUALIFICATIONS

Education:

Possession of a High School diploma or equivalent.

Experience:

Three (3) years of experience as an Airports Credentialing Technician; or four (4) years of clerical work experience which involved public contact and records maintenance in an airport or closely related setting.

Special Requirement(s):

Possession of a valid California Driver's License may be required at time of appointment.

Must be able to obtain and maintain a State of California Department of Justice (Penal Code section 11102.1) background clearance to become a certified fingerprint roller.

Successfully pass a TSA mandated Criminal History Records Check and a Security Threat Assessment and maintain clearance throughout term of employment.

APPROVED: (Signature on File)
Interim Director of Personnel Services

DATE: 5/1/2023

NEW: TJM:vp: 04/27/2023