AIRPORTS CREDENTIALING TECHNICIAN

DEFINITION

Under supervision, receives and processes airport applicant information and verifies identification for airport badges; processes airport badge requests after ensuring applicants have met all federally-mandated airport badging requirements including by the Transportation Security Administration (TSA); maintains records of processed applications; and performs related work as required.

SUPERVISION RECEIVED/EXERCISED

Receives supervision from the Airports Credentialing Supervisor. Exercises no supervision.

DISTINGUISHING CHARACTERISTICS

The Airports Credentialing Technician performs specialized office support work and is responsible for receiving and processing badge applications for access to the Airport; answering inquiries regarding the badging process; verifying valid forms of identification against federal standards and fingerprinting applicants for Criminal History Records Check (CHRC) and Security Threat Assessment (STA) clearance; updating applicant badge information in online databases and software systems; advising applicants on badge status and providing training on badge use and access; accounting for all badges and issuing/replacing damaged badges; collecting fees associated with badging applications and renewals; maintaining records for all badges consistent with TSA requirements and audits; conducting badge audits as needed; and performing related work as required.

This classification is distinguished from the Airports Credentialing Supervisor in that an incumbent of the latter acts as a supervisor over assigned staff.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES
May include, but are not limited to, the following:

Receives and processes identification badge requests for access to the airport; answers applicant questions regarding the badging process; verifies acceptable government issued identification consistent with TSA guidelines; fingerprints applicants through livescan consistent with CHRC and STA clearances; and collects fees and provides receipts associated with application processing.

Entering applicant information in databases to record applicant information and monitor badge application status; provides access requests to management for approval or denial; notifies applicants and/or their signor of their application status including approval/denial of the badge request.

Prints approved badges; schedules new applicants for badge training class; confirms badge access is functioning and corrects any issues as needed.

Processes badge information updates; reprints lost, stolen or damaged badges and deactivates badges in the system; collects fees and provides receipts associated with badge replacements; assists users with badge access/PIN issues.

Maintains file records consistent with TSA audit guidelines for badge applications processed including renewals, lost, stolen or deactivated badges; and maintains an unauthorized list for applicants who are denied badges and provides an updated unauthorized list to Airports public safety staff.

Performs yearly Fixed Base Operator audit; prepares forms and schedules appointments with signors; conducts a physical badge audit on site and issues new permits to signors.

Conducts yearly signatory training; conducts random badge audits throughout the year to ensure compliance; and maintains the Letter of Compliance list in preparation for signatory training.

Prepares reports, correspondence and invoices for payment as needed.

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 customer service.

Proper English usage, grammar, spelling and punctuation.

Skill/Ability to:

Learn, understand, interpret, and apply Airports policies, rules, regulations and procedures.

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

Maintain records and files consistent with rules and regulations.

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

Maintain confidentiality and use sound judgment in handling applicant information.

Communicate effectively both orally and in writing.

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:
Two (2) years of experience performing clerical or technical support work in an airport; or three (3) years of clerical work experience which involved public contact and records maintenance.

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)*_____   DATE: 5/1/2023
Interim Director of Personnel Services

NEW: TJM:vp: 04/27/2023