

AIRPORTS PUBLIC SAFETY AGENT I

DEFINITION

Under close supervision, performs non-sworn enforcement of rules and regulations within Airports facilities operated by the City of Fresno; performs responsible public contact work; monitors and directs airport traffic flow; reports hazard or suspicious activity; verifies credentials and escorts or direct individuals; and performs inspections consistent with Airports guidelines.

SUPERVISION RECEIVED/EXERCISED

Receives supervision from a Manager, Supervisor or designee. Exercises no supervision.

DISTINGUISHING CHARACTERISTICS

The Airports Public Safety Agent classification performs non-sworn enforcement of rules and regulations within Airports facilities operated by the City of Fresno. Airports Public Safety Agent I is the entry level in the Airports Public Safety Agent classification series. Responsibilities include monitoring ground airport traffic, escalators, and gates; enforcing curb traffic, safety and security rules and regulations; reporting safety hazards, unattended baggage and suspicious activities; assisting in the coordination of emergency and non-emergency incidents; providing assistance, direction, and excellent customer service to the public; and conducting inspections, checking badges and vehicle permits. Incumbents may provide support in the Communications Center by operating phones, audio, video and radio communication equipment, airports access control and CCTV system to dispatch Airports operations and other support personnel.

Airports Public Safety Agent I differs from Airports Public Safety Agent II in that the latter are fully trained and experienced in the performance of duties. Incumbents are expected to progress to the experienced level of Airports Public Safety Agent II with appropriate training, experience and satisfactory performance. Airports Public Safety Agent I/II positions are flexibly staffed. Incumbents may be assigned to any shift including nights, weekends, and holidays.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

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

Provides assistance, directions and customer service to the traveling public; monitor and enforce front curb traffic including passenger loading/unloading zones and vehicles codes and regulations.

Directs and keeps traffic flowing safely in the traffic lanes in front of the airport terminal and escorts pedestrians across streets, stopping traffic, as necessary.

Provides a variety of Airports safety and security duties, checking badges for entrance into secured locations, check vehicle permits and performs ground service inspections.

Reports hazards, unsafe conditions, unattended baggage, suspicious activities, vehicle and pedestrian accidents or needs for medical aid to appropriate staff.

Operates two-way radio, cellular devices, and other equipment to maintain activity logs and responds to calls or requests for assistance.

May occasionally escort vendors or contractors, depending upon assignment and work location.

May utilize flashlight for inspections and during dark shift hours.

Responds to and helps coordinate response to emergencies; may administer First Aid and Cardiopulmonary Resuscitation (CPR).

May use a variety of computer business software applications to prepare clear, concise and comprehensive records, reports, correspondence, and other written materials.

May operate a motor vehicle including a motorized golf cart safely.

May provide support to the Communications Center by operating phones, audio, video and radio communication equipment to dispatch Airports operations, maintenance, fire and law enforcement units and other support personnel in accordance with departmental policies and procedures.

Performs related duties as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Principles and practices of effective customer service.

Modern safety principles, practices, methods, and techniques.

Principles and methods in observing and evaluating behavior and conduct.

The organizational structure and the facilities layout of Fresno International Airport and Chandler Executive Airport.

Proper English usage, grammar, spelling, and punctuation.

Basic First Aid and CPR.

Skill/Ability to:

Learn to apply Airports regulations and guidelines.

Establish, communicate, and maintain effective working relationships with staff, tenants, customers, and the general public.

Observe and accurately report on activities relating to Airports safety functions.

Pay attention to details of and strictly enforce the safety regulations for the assigned duty station.

Monitor and maintain an enforcement presence, work safely, react quickly and calmly in difficult situations.

Work effectively under stress and in emergencies.

Use a variety of computer business software applications to prepare clear, concise and comprehensive records, reports, correspondence, and other written materials.

Work outdoors and under adverse weather conditions.

Operate a two-way radio and modern office equipment including computer hardware and software applications.

Follow written and oral instructions.

Work various shifts as assigned.

Operate a motor vehicle safely, when appropriate.

MINIMUM QUALIFICATIONS

Education:

High School diploma or equivalent.

Experience:

One (1) year of military experience or substantial amount of public contact experience.

Special Requirement(s):

Must be at least 18 years of age at time of appointment.

Possession and continue maintenance of a valid California Driver's License.

Depending on assignment, may require bilingual skills to meet departmental needs.

Possession of a valid First Aid and Cardiopulmonary Resuscitation (CPR) certificate must be obtained within the probationary period. Failure to obtain a valid First Aid and CPR certificate and maintain throughout the term of employment in this class will be cause for termination.

Prior to appointment, positions in Airports require successful completion of a Federal Aviation Administration (FAA) 10-year employment history verification, which includes a criminal history records check.

APPROVED: (Signature on File)
Director of Personnel Services

DATE: 1/13/2025

NEW: SM:vd 12/2/2024