



City of Houston Landside Agent

SALARY	\$18.51 - \$22.56 Hourly	LOCATION	2800 N Terminal Road
JOB TYPE	Full Time	JOB NUMBER	31150
DEPARTMENT	Houston Airport System	OPENING DATE	04/12/2023
CLOSING DATE	7/12/2023 11:59 PM Central		

POSITION OVERVIEW



Applications accepted from: ALL PERSONS INTERESTED

Division/Section: Bush Intercontinental /Landside Operations

Workdays & Hours*: Shift work, could include a Rotating Schedule *** weekends and holidays ***(*Subject to change)

DESCRIPTIONS OF DUTIES/ESSENTIAL FUNCTIONS

The purpose of the Landside Operations and Ground Transportation section is to facilitate a safe and efficient flow of passengers, airport personnel, private and commercial vehicles by performing the following activities: curb traffic management, facility inspections, regulatory compliance investigations and respond to emergency and security incidents. The Landside Operations section facilitates the movement of private vehicle traffic into and out of all terminals and roadways around Bush Intercontinental (IAH) Airport.

The Landside Operations Agent facilitates the safe, secure, and efficient movement of the traveling public, baggage, and motor vehicles within the perimeters of the Houston Airport System. This role is responsible for the safety and security of all terminals, perimeter roadways, and tenant areas and ensures compliance with all federal, state, local laws, regulations and reports unsafe conditions, policy and procedure violations. The Landside Operations Agent conducts commercial vehicle inspections, regulatory investigations, and manages taxi operations and traffic flow. This role also ensures the safety, security and policy compliance of all federal, state, and local laws and regulations and conducts inspections of the airport terminals, airport perimeter, and tenant facilities to ensure compliance to the state, local and department of homeland security laws and regulations. The Landside Operations

Agent is often the first to interact with the airport customer and shall demonstrate the core values of the organization (Integrity, Courtesy and Respect). The Landside Operations Agent responds expeditiously with a "can do" attitude to customer and ground transportation regulation challenges. **** Must be able to pass a criminal background check, obtain and maintain a federally mandated security clearance****

Duties and responsibilities of the Landside Agent will include but are not limited to:

- Facilitate commercial vehicle (i.e... Limousines, shuttles, taxis and Transportation Network Company "TNC" vehicles) movement throughout the airport. Process permit sales. Conduct inspections for compliance in applicable regulations, laws and policies.
- Uses the taxi dispatch system to log taxicabs in/out on assigned trips and maintaining taxicab availability.
- Manage terminal curb zones for safe and efficient traffic flow of pedestrians and vehicles. Enforces parking regulations.
- Assists with traffic accidents and disabled vehicles on terminal curb zones by notifying emergency personnel and maintenance teams as needed.
- Respond to calls for assistance by customers and the Airport Operations Center (ACO) in a timely manner.
- Conducts inspections of terminal facilities. Monitors security access control points, conduct airport badge challenges, conduct periodic and random inspections. Notifies supervisor of any unsafe conditions, violations and discrepancies.
- Complete daily activity logs of all activities (i.e... first aid, ticket and permit sales, taxi/vehicle activity, etc.) conducted during a shift.
- Performs identification and badging activities.
- Responds to and investigate security alarms.
- Contributes to the team by performing other duties as assigned.

WORKING CONDITIONS

Must also be willing to work any shift: nights, weekends and holidays and participate in emergency preparedness events and activities. The position occasionally requires stooping or bending. Occasional light lifting, such as three or four reams of paper or books (up to 20 pounds or an equivalent weight) may be required. Use a two-way radio. Must be able to stand on hard surfaces and walk for extended periods of time and multi-task. Expect to work in various uncomfortable climates: being outside during inclement weather. The position may involve routine exposure to soiled materials and light chemical substances such as cleaning solutions. Walking and standing for extended periods. Requires the ability to make coordinated gross motor movements in response to changing external stimuli within moderately demanding tolerances; or the ability to make coordinated movements on a patterned response space within low tolerance demands with no real speed requirements.

MINIMUM REQUIREMENTS

EDUCATIONAL REQUIREMENTS

Requires an associate degree in Aviation Management, Airway Science, Criminal Justice, Law Enforcement, Business Administration, Public Administration or a related field.

EXPERIENCE REQUIREMENTS

Six (6) months of experience in airport operations, airport security, airport safety and/or any other customer service-related field is required.

Directly related professional experience in airport operations/security or customer service may substitute for the above education requirement on a year-for-year basis.

LICENSE REQUIREMENT

A valid Texas Driver's License and compliance with the City of Houston's policy on driving (AP 2-2).

PREFERENCES

Preference will be given to applicants with customer service, law enforcement, and military experience. Experience conducting commercial vehicle operations and traffic control for a large facility is a plus. Candidates with the ability to communicate effectively orally and in writing when using bilingual or multilingual skills to communication with customers is a plus. Microsoft Office Suite and good report writing skills is preferred.

*****Preference shall be given to eligible veteran applicants provided such persons possess the qualifications necessary for competent discharge of the duties involved in the position applied for, such persons are among the most qualified candi**

GENERAL INFORMATION

SELECTION/SKILLS TESTS REQUIRE

The selection process will involve application review and/or interview. Department may administer skills assessment test.

SAFETY IMPACT POSITION YES

If yes, this position is subject to random drug testing and if a promotional position, candidate must pass an assignment drug test.

Pay Grade - 13

SALARY INFORMATION

Factors used in determining the salary offered include the candidate's qualifications as well as the pay rates of other employees in this classification.

APPLICATION PROCEDURES

Only online applications will be accepted for this City of Houston job and must be received by the Human Resources Department during active posting period. Applications must be submitted online at:

www.houstontx.gov.

To view your detailed application status, please log-in to your online profile by visiting:
<http://agency.governmentjobs.com/houston/default.cfm> or call 281-233-1577.

If you need special services or accommodations, call 281-233-1577; (TTY 7-1-1)

If you need login assistance or technical support call 855-524-5627.

Due to the high volume of applications received, the Hiring Department will contact you directly, should you be selected to advance in our recruitment process.

All new and rehires must pass a pre-employment drug test and are subject to a physical examination and verification of information provided.

Applicants are encouraged to attach a cover letter and resume along with their completed application when applying. For further information pertaining to the Houston Airport System, please visit:

https://www.youtube.com/watch?v=EDWLv_sJFoM.

EOE Equal Opportunity Employer

The City of Houston is committed to recruiting and retaining a diverse workforce and providing a work environment that is free from discrimination and harassment based upon any legally protected status or protected characteristic, including but not limited to an individual's sex, race, color, ethnicity, national origin, age, religion, disability, sexual orientation, genetic information, veteran status, gender identity, or pregnancy.

Agency

City of Houston

Address

901 Bagby St

Houston, Texas, 77002

Website

<https://www.houstontx.gov/>

Landside Agent Supplemental Questionnaire

*QUESTION 1

Are you a veteran who served on active duty in the Armed Forces (United States Army, Navy, Air Force, Marine Corps, or Coast Guard) for more than 90 consecutive days and received either an honorable discharge or a general discharge under honorable conditions?

- Yes
 No

*QUESTION 2

Are you a Houston Airport System employee?

- Yes
 No

*QUESTION 3

Do you have a valid Class C Texas Driver's license in compliance with City of Houston policies on driving?

- Yes
 No
 My license is presently restricted, suspended or revoked

*QUESTION 4

What is the "HIGHEST" level of education you have completed?

- Less than a High School Diploma/GED
 High School Diploma/GED
 Associate Degree
 Bachelors Degree and higher
 None of the above

***QUESTION 5**

What is your "degree" in?

- Criminal Justice
- Airway Science
- Aviation Security
- Law Enforcement
- Public Administrator
- Aviation
- Business Administration
- Other
- I do not have a degree

***QUESTION 6**

How many "VERIFIABLE" years of work experience in either Airport Operations, Airport Security, Airport Safety and/or Customer Service related field do you possess?

- Less than 6 months
- 6 months to less than 2 years
- 2 years to less than 2 years and 6 months
- 2 years and 6 months or more
- I have no experience

***QUESTION 7**

Work setting: Please select your shift availability (Check all that apply).

- 1st Shift (6am-2:30pm)
- 2nd Shift (2pm-10:30pm)
- 3rd Shift (10pm-6:30am)
- Rotating shift
- None of the above

***QUESTION 8**

WORK SETTING: Please check all that you have "verifiable" experience with. (Check all the apply)

- Operating a two-way radio device.
- Experience with managing curb zones and motor vehicle traffic flow
- Experience with completing daily incident reports and activity logs.
- Experience with handling high volumes of customer inquiries and concerns.
- Experience with addressing and handling emergency issues with the general public.
- Experience implementing Emergency Plans, Policies, Procedures and Regulations.
- Commercial Vehicle inspections and regulatory investigations experience within a large facility.
- No experience

***QUESTION 9**

Please indicate the "HIGHEST" level of proficiency in Microsoft Office products (Word, Excel, Outlook).

- BEGINNER: Perform daily word processing tasks, enter and correct data, modify a workbook, format a Worksheet, creates a new e-mail message, checking e-mail.
- INTERMEDIATE: Basic formatting and create a variety of templates, merges; manage table data, sort and filter merges, reply, forward, print and delete an e-mail message.
- ADVANCED: Manage table data, sort and filter merges, advanced techniques for analyzing and manipulating data in Excel. delete e-mails from the Inbox, Sent Items and Deleted Items folders, Add, edit, move and delete appointments on your calendar.
- EXPERT: Produce table of contents, footnotes, endnotes, bookmarks, manage Macro commands, and create MS Excel applications, managing multiple calendars.
- No experience

***QUESTION 10**

Briefly describe a time when you were faced with handling "conflict" with a customer; what was the problem and how did you resolve it? (See resume is not acceptable, if no experience please insert N/A).

***QUESTION 11**

Briefly describe a time when a customer wanted something you simply could not provide; how did you handle the situation (See resume is not acceptable, if no experience please insert N/A).

***QUESTION 12**

Please indicate the language(s) other than English, in which you are fluent in to include (reading, writing and speaking the language). What is your level of proficiency Introduction, Intermediate, Advance? (See resume is not acceptable, If no experience, please insert N/A).

* Required Question