NOTICE OF PROPOSED CLASSIFICATION ACTIONS BY
THE HUMAN RESOURCES DIRECTOR

The following actions are being posted in accordance with Civil Service Rule 109. In the absence of a protest addressed to the Human Resources Director, the proposed changes will become final seven (7) calendar days from the posting date.

Posting No: 24
Fiscal Year: 2012/2013
Posted Date: 04/29/2013
Reposted Date: N/A

ESTABLISH THE FOLLOWING JOB SPECIFICATION(S):
(Job specification(s) attached.)

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<th>Item #</th>
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<td>Airport Security ID Technician</td>
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<td>Airport Ground Transportation Technician</td>
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For additional information regarding this proposed classification action, please contact DHR Classification Action and Compensation Unit by email at DHR.ClassificationActionPostings@sfgov.org.

Protests on an item should be addressed to the Human Resources Director and can be submitted by mail to the City and County of San Francisco, Department of Human Resources, 1 South Van Ness Ave, 4th Floor, San Francisco, CA 94103 or by email to DHR.ClassificationActionPostings@sfgov.org. All protests must be received in writing no later than close of business seven (7) calendar days from the posting date, and must include the posting and item number(s), the basis on which the protest is submitted and identify the effected parties.


cc: All Employee Organizations
All Departmental Personnel Officers
DHR – Class and Comp Unit
DHR – Client Services Unit
DHR – Employee Relations Unit
DHR – Recruitment and Assessment Unit
DHR – Support Services
Micki Callahan, DHR
Jennifer Johnston, CSC
Sandra Eng, CSC
Linda Cosico, DHR
Maria Newport, SFERS
Risa Sandler, Controller/Budget Division
Devin Macaulay, Controller/ Budget Division
Theresa Kao, Controller/ Budget Division
Chris Trenschel, Controller/ Budget Division
E-File
INTRODUCTION
Under general supervision, performs a wide variety of specialized tasks in support of a federally regulated aviation security operations and programs; serves as the primary point of contact for employers and employees acquiring San Francisco International Airport (SFO) ID badges and keys; processes airport badge and security key requests including new issues, renewals and return of inactive ID badges and security keys; collects fees and fines; ensures compliance with Airport Security Program (ASP), local and federal regulations and Transportation Security Administration (TSA) directives and performs related duties as required.

DISTINGUISHING FEATURES
NONE

SUPERVISION EXERCISED
NONE

MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Professionally greets and assists customers and provides information regarding the identification program; explains TSA/FAA and Airport rules and regulations; interprets SFO policy and procedures; assists customers to complete appropriate forms for specified request; and resolves information and documentation discrepancies with customer.

2. Reviews and processes security badge applicants at (SFO) including reviewing their application for completeness, processing the application, entering the application data into the airport security badge computer software system, issuing the applicant a badge and filing the application while ensuring these processes are in compliance with the Transportation Security Administration (TSA) Regulation 1542 guidelines and the TSA approved Airport Security Program (ASP).

3. Fingerprint security badge applicants (airport employees, tenants, vendors and/or students) using sophisticated inkless equipment in strict compliance with system specification and in accordance with the SFO Security Program and transmits data to appropriate federal agencies in compliance with all applicable policies and procedures; enroll applicant’s biometric fingerprints for access control system.

4. Maintains Airport Identity Management System (AIDMS) database on Criminal History
Title: Airport Security ID Technician
Job Code: 9234

Record Clearances (CHRC) and Security Threat Assessments (STA) for airport employees, tenants and/or vendors; notifies employers on CHRC and STA clearances and responds to inquiries in-person, by email or by telephone.

5. Reviews and processes requests for security keys to ensure that requests are appropriate in accordance with TSA/FAA regulations and SFO policies and procedures and checks for accuracy and completeness; enters security key information into airport security computer system; resolves any key-related issues.

6. Schedules and monitors daily scheduled Computer Based Training (CBT) class sessions.

7. Calculates, collects and accurately tracks fees for identification badges, fingerprints, security keys and vehicle permits; determines that charges are authorized to tenant and/or vendor accounts; ensures that all checks are cleared through vendor to ensure that funds are on account for amount being charged.

8. Balances out cash drawers daily; counts fees received and balances against documentation on file; prepares cash transmittals to the Airport accounting office; keeps daily balance sheet of all revenue collected; takes daily deposit of money to the bank; when requested, sorts and reviews documentation for all financial transactions to ensure that records are complete in accordance with standard operating procedures.

9. Searches on-line databases and/or ID office files for information necessary to complete the processing of required documentation and to compile statistical and financial records of actions taken; maintains office files for required documentation in alpha or numeric sequence; codes forms and logs information into on-line database; files back-up documentation in accordance with record-keeping procedures.

10. Processes and types permit applications for registered and unregistered vehicles; issues airside vehicle permits.

11. Ensures all ID badges and security keys are return and airport security system is updated for terminated airport employees, tenants and vendors.

12. Assists in setting up new companies in the airport security database; prepares and maintains complex reports and records.

13. Operates various office machines including credit card machine to collect payments.

14. Assists in processing the results of TSA regulated badge and key audits. Ensuring all necessary corrections to badge and key records are made in AIDMS in a timely manner.
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Job Code: 9234

15. Performs other related duties as assigned.

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of: Airport Security Plan, Transportation Security Administration (TSA) and Federal Aviation Administration (FAA) rules and regulations, procedures and policies relating to airport security; policies and procedures for processing and issuing Airport ID badges and security keys; on-line security databases; principles, practices, policies and procedures of office operations and methods and procedures of handling and accounting for money.

Ability and Skills to: accurately transpose and electronically transmit the fingerprints of security badge applicants using inkless equipment to appropriate federal agencies; enter confidential data accurately into security system; utilize a filing system (e.g., alphabetical, numerical, chronological) to organize information; use office machines and equipment for office operational needs; read and review information for completeness, accuracy, grammar, punctuation and spelling; read and understand technical manuals and instructions to learn and interpret specific laws, ordinances, and airport regulations; post and make basic arithmetic calculations rapidly and accurately; provide excellent customer service, communication, and interpersonal skills, as well as proven critical thinking and problem solving skills; use good judgment in making routine decisions in accordance with existing laws, ordinances, regulations and departmental policies and procedures; learn computer software applications (Microsoft Word, Excel, Outlook, etc) to maintain records and prepare reports; establish and maintain satisfactory working relationships with departmental personnel and the public; coordinate and schedule appointments; conduct research using departmental databases and internet; handle large sums of money.

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

1. High school diploma or equivalent; AND

2. Two (2) years of progressively responsible clerical experience working in a high volume office environment, including at least one (1) year of experience in a security licensing or credentialing office. Experience must have included preparing and maintaining a wide variety of documents and reports, public contact, checking and reviewing documents for completeness, data entry and performing mathematical computations. Working as a sales clerk or restaurant help does not qualify.
Notes:
1. A recognized clerical training program of 240 hours or the equivalent of 15 semester units in graded clerical college units may substitute for up to 6 months of experience.
2. City and County employees received credit for duties of the class to which appointed. Credit for experience outside of the employee’s class is allowed only if recorded in accordance with the provisions of Civil Service Commission Rules.

LICENSE AND CERTIFICATION

NONE

SUPPLEMENTAL INFORMATION

NONE

PROMOTIVE LINES

NONE

ORIGINATION DATE: April 29, 2013

AMENDED DATE: None

REASON FOR AMENDMENT To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

BUSINESS UNIT(S): COMMN SFCCD SFMTA SFUSD
INTRODUCTION
Under general supervision, performs a wide variety of specialized tasks in support of the ground transportation program at a federally regulated airport; processes and issues permits; tracks and monitors vehicles entering and exiting the airport; reviews applications to ensure operators are in compliance with local code, state and federal law, and airport rules and regulations; interprets and carries out existing policies and procedures related to financial record keeping activities; prepares and maintains a variety of financial and bookkeeping records and reports; posts, adjusts and balances entries to Airport Business Management System (ABM); verifies the correctness of invoice documents; responds to inquiries and provides financial information; organizes and files source documents; performs operations involving automated accounting systems and spreadsheet programs; may perform field inspection to ensure operators are in compliance with ground transportation program; serves as the primary point of contact for ground transportation programs to customers, such as taxis, limousines, shuttles and buses; collects fees and fines; changes or updates to permits; and performs related duties as required.

DISTINGUISHING FEATURES
NONE

SUPERVISION EXERCISED
NONE

MAJOR, IMPORTANT, AND ESSENTIAL DUTIES
According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Professionally greets and assists customers, provides information regarding the Airport Ground Transportation permit process; assists customers in utilizing the Ground Transportation Management System (GTMS) to create new user account, accessing and updating account information, provides lost account and/or password, upload and print information to complete appropriate forms for specified request; assists customers in analyzing and researching billing questions and trip reports; and resolves information and documentation discrepancies with customer.

2. Resolves complex customer questions related to permits, citations, payments, administrative fines, and procedures in a timely manner.

3. Posts, adjusts, and balances entries to subsidiary ledgers by searching out details and reconciling account discrepancies such as deposits, expenditures, allocations, fines and penalties;
Title: Airport Ground Transportation Technician  
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verifies correctness of accounting invoices by comparing postings to source documents and checking calculations for accuracy.

4. Responds to inquiries and interprets local codes, state and federal laws, and airport rules and regulations governing the activities of permit processing to commercial ground transportation operators.

5. Reviews and processes new permit applications in the Ground Transportation Management System (GTMS) including reviewing the applications for completeness and in compliance with California Public Utilities Commission (CPUC), Department of Motor Vehicle (DMV), U.S. Department of Transportation (DOT), California Highway Patrol (CHP) inspection, San Francisco Municipal Transportation Agency (SFMTA), San Francisco Police Department (SFPD), and Airport rules and regulations; verifies that customer has completed the new permit mandatory orientation class; verifies if company and/or vehicle is in good standing and in compliance with the Airport and ensures that all documentations are provided.

6. Processes, and approves vehicle inspections in the Ground Transportation Management System (GTMS); analyzes and processes operators documentation by ensuring they meet the requirements of local, state, federal law, and is in compliance with the California Public Utilities Commission (CPUC), Department of Motor Vehicle (DMV), U.S. Department of Transportation (DOT), California Highway Patrol (CHP) inspection, San Francisco Municipal Transportation Agency (SFMTA), San Francisco Police Department (SFPD), and Airport rules and regulations.

7. Prepares investigation information, maintains records and provides operational reports using applicable software.

8. Calculates, collects and accurately tracks fees and/or fines such as transponder fees, customer’s trip fees, administrative fines, late fees, annual registration, Temporary Identification Permit, non-sufficient fund fee, and others; verifies payments and deposits are accurately entered into the Ground Transportation Management System (GTMS); determines that charges are authorized to tenant and/or vendor accounts; ensures that all checks are cleared through vendor ensuring that funds are available for amount being charged and operates various office equipment including credit card readers and check scanners to collect payments.

9. Balances out cash drawers daily; counts fees, fines, and deposits received and balances against documentation on file; prepares cash handling transmittals to the Airport Accounting office; keeps daily balance sheet of all revenue collected; reviews documentation for all financial transactions to ensure that records are complete in accordance with standard operating procedures; researches and resolves disputed transactions from the Accounting office, bank or customers; and scans and saves important documents into the shared drive daily.
10. Conducts research on company and vehicle with the California Public Utilities Commission (CPUC), Department of Motor Vehicle (DMV), U.S. Department of Transportation (DOT), and California Highway Patrol (CHP) inspection to validate compliance that may affect the permitting process; maintains office files for required documentation in alpha or numeric sequence; codes forms and logs information into on-line database; files back-up documentation in accordance with record-keeping procedures. Work in collaboration with other governmental agencies.

11. Enforces proper procedures for Ground Transportation Program to prevent unauthorized permits; responds to and supports investigations; conducts field observations to ensure ground transportation service levels are maintained and in compliance with the enforcement of picking up and dropping off passengers.

12. Processes, issues and prints Temporary Identification Permit (TIP), decals installation transponder check and SUV inspection sheets.

13. Files, maintains, shreds and purges electronic and paper documents and correspondences ensuring compliance with record retention guidelines.

14. Updates and maintains accurate information in the Ground Transportation Management System (GTMS) as it relates to adding or deleting vehicles; ensuring permits are terminated in a timely manner; making sure customer’s account record is complete and accurate and ensuring that all information is in compliance with California Public Utilities Commission (CPUC), Department of Motor Vehicle (DMV), U.S. Department of Transportation (DOT) and the California Highway Patrol (CHP) report.

15. Performs other related duties as assigned.

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of: Airport, California Public Utilities Commission (CPUC), Department of Motor Vehicle (DMV), U. S. Department of Transportation (DOT), California Highway Patrol (CHP), Department of Industrial Relations (DIR), San Francisco Municipal Transportation Authority (SFMTA), California Highway Patrol (CHP) and San Francisco Police Department (SFPD) rules and regulations, procedures and policies relating to permitting process; laws and regulations governing the collection of fees and fines; on-line security databases; principles, practices, policies and procedures of office operations; policies and procedures used to issue Temporary Identification Permits (TIP) and citations; various systems to monitor and track critical sensitive information; and different types of recruitments and permits as it pertains to taxicabs, limousines, charters, rental cars, crew, parking and hotel shuttles and methods and procedures of handling and accounting for money.
CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

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Job Code: 9236

Ability and Skills to: enter confidential data accurately into a security system; utilize a filing system (e.g., alphabetical, numerical, chronological) to organize information; use office machines and equipment for office operational needs; read and review information for completeness, accuracy, grammar, punctuation and spelling; read and understand technical manuals and instructions to learn and interpret specific laws, ordinances, and airport rules and regulations; post and make basic arithmetic calculations rapidly and accurately; provide excellent customer service, communication, and interpersonal skills, as well as proven critical thinking and problem solving skills; use good judgment in making routine decisions in accordance with existing laws, ordinances, rules, regulations and departmental policies and procedures; learn computer software applications (Microsoft Word, Excel, Outlook, etc) to maintain records and prepare reports; establish and maintain satisfactory working relationships with departmental personnel and the public; review, approve, coordinate and schedule appointments; conduct research using departmental databases and internet; handle large sums of money.

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

1. High school diploma or equivalent; AND
2. Two (2) years of progressively responsible clerical experience working in a high volume office environment, including at least one (1) year of experience in permit processing. Experience must have included preparing and maintaining a wide variety of documents and reports, public contact, checking and reviewing documents for completeness, data entry and performing mathematical computations. Working as a sales clerk or restaurant help does not qualify.

Notes:
1. A recognized clerical training program of 240 hours or the equivalent of 15 semester units in graded clerical college units may substitute for up to six (6) months of experience.
2. City and County employees received credit for duties of the class to which appointed. Credit for experience outside of the employee’s class is allowed only if recorded in accordance with the provisions of Civil Service Commission Rules.

LICENSE AND CERTIFICATION

NONE
Title: Airport Ground Transportation Technician
Job Code: 9236

SUPPLEMENTAL INFORMATION
NONE

PROMOTIVE LINES
NONE

ORIGINATION DATE: April 29, 2013
AMENDED DATE: None

REASON FOR AMENDMENT: To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

BUSINESS UNIT(S): COMMN SFCCD SFMTA SFUSD