

**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: 30
Fiscal Year: 2016/2017
Posted Date: 1/18/2017
Reposted Date: N/A

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

Item #	Job Code	Title
1	9234	Airport Security ID Technician

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 affected parties.

For additional information regarding this proposed classification action, please contact Stephen Fu, Management Assistant, at (415) 701-5680 or by email at Stephen.Fu@sfgov.org.

Copies of this notice may be obtained from the Department of Human Resources or from the website at: <http://sfdhr.org/index.aspx?page=109>. Copies of Civil Service Rule 109 may be obtained from the Department of Human Resources, the office of the Civil Service Commission at 25 Van Ness Ave, Suite 720, San Francisco, CA 94102 or from the website at: <http://www.sfgov3.org/index.aspx?page=328>.

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 – Client Services Operations
Micki Callahan, DHR
Michael Brown, CSC
Sandra Eng, CSC
Christopher Colandene, SFERS
Devin Macaulay, Controller/ Budget Division
Theresa Kao, Controller/ Budget Division
E-File

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

**Title: Airport Security ID Technician
Job Code: 9234**

DEFINITION

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

EXAMPLES OF 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 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

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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.
15. ~~Performs other related duties as assigned.~~

KNOWLEDGE, 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

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operations and methods and procedures of handling and accounting for money.

Ability and Skill 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.

Education:

High school diploma or equivalent **(GED or High School Proficiency Examination)**

Experience:

Two (2) years of progressively responsible clerical experience working in a high volume *public contact* 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.

License and Certification:

NONE

Substitution:

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.

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SUPPLEMENTAL INFORMATION

NONE

PROMOTIVE LINES

NONE

ORIGINATION DATE: 8/19/2014

AMENDED DATE: 01/XX/17

REASON FOR AMENDMENT *To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.*

BUSINESS UNIT(S): COMMN