

AIRPORT TRAFFIC ASSISTANT

Job Code	Pay Grade
22560	CL6

Nature of Work

This is public contact work with emphasis on weekend, holiday and night shift duty, in the operation and security of St. Petersburg-Clearwater International Airport by properly interpreting and enforcing rules and regulations.

Employees in this class perform a variety of duties assisting the public and public safety personnel when needed through providing directions and guidance. Duties include searching vehicles, assisting arriving and departing passengers with parking issues, keeping traffic flowing smoothly and providing information about the airport parking situation and surrounding communities. Emphasis is placed upon exhibiting extreme tact and courtesy in dealing with the public. Independent judgment is required in making frequent routine decisions. At this level, the employee is expected to resolve routing problems based on knowledge of departmental policies and procedures.

Minimum Qualification Requirements

- 1 year experience in general security work, law enforcement or related field; or
- An equivalent combination of education, training and/or experience.

Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are not all inclusive.)

- Directs traffic at terminal curb side and pedestrian crosswalks; regulates parking enforcement.
- Provides information to passengers and visitors to the airport, directing them to the appropriate gate, vendor, or parking area.
- Assists public safety personnel by escorting, assisting with traffic accidents and summons emergency medical personnel via two way radio.
- Submits daily patrol reports.
- Assists police personnel in safety and security procedures.
- Assists in staff operations to include bank runs.
- Performs data processing, finger printing and routine computer operations.
- Performs related work as assigned or required.

Knowledge, Skills, and Abilities

- Knowledge of operational and facility security requirements.
- Ability to deal with the public in a tactful and courteous manner.
- Ability to communicate effectively with the public.
- Ability to provide accurate and timely information orally and in writing.
- Ability to keep accurate and concise records.
- Ability to work weekends and evenings during periods of peak activity.

For official use only

Revised	EEOC Code	Overtime Code
3/07	Technicians	Classified