

Jackson Municipal Airport Authority

Airport Operations Agent

<i>Job Title</i>	Airport Operations Agent	<i>Job Code</i>	49	<i>FLSA</i>	Nonexempt
<i>Job Family</i>	Security		<i>Grade</i>		
<i>Department</i>	Airport Operations	<i>Created Date</i>	8-23-16		
<i>Reports to</i>	Supervisor, Landside/Airside Operations	<i>Revised Date</i>			

JOB SUMMARY

Responsible for providing general security program compliance enforcement specifically within the Airport Sterile, Secure, and SIDA designated areas, at terminal drives, public and employee parking areas, vehicle access points, as well as terminal, adjacent ramp, and airfield areas.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Assists the general public by providing directions, responding to questions and inquiries, and relaying on-site requests for assistance.
- Patrols assigned airport property in a vehicle or on foot to support and enforce security, ground transportation services, and public safety regulations.
- Gathers survey information from travelers regarding taxi, shuttle, checkpoint, flight wait times, and service quality.
- Monitors wait times at taxi stands, TSA security screening, and baggage claim wait times.
- Issues airport rules violation citations as necessary, maintains records related to citations, and prepares daily activity logs.
- Monitors and directs vehicle and pedestrian traffic flow to and from the airport terminal building to reduce traffic accidents and incidents.
- Responds to door alarms and reports incidents.
- Reports suspicious activities and individual security and safety hazards.
- Inspects assigned vehicles and equipment for maintenance or repairs.
- May appear in court to present evidence and testify as necessary and may assist sworn officers with traffic control and response to emergency situations.
- Documents incidents, accidents, or occurrences in writing, reporting essential information in accordance with department policy and procedures.
- Complies with department and division policies, plans, and procedures. Performs other duties as required to ensure security and safety at the airport.
- May perform other duties as assigned.

LEADERSHIP AND SUPERVISORY

- Receives general supervision from the Security Supervisor and/or Security Manager.
- Does not have any lead or supervisory authority over others.

EDUCATION & EXPERIENCE (including required licenses or certifications)

- High School diploma.
- Associates Degree and/or advanced study in Security and/or Airport Operations is helpful but not required.
- Some previous experience working in the security field with extensive public contacts is helpful.
- Possess a Mississippi Driver's License.

COMPETENCIES

Employee Core

- *Customer Focus* - The ability to proactively meet the needs of internal and external customers in order to provide best-in-class customer experiences.
- *Continuous Improvement* - The knowledge of goal setting and measuring performance in order to improve processes and procedures.
- *Communication* - The ability to express thoughts effectively to encourage productive dialogue and generate useful information.
- *Collaboration* - The ability to work cooperatively with others to build the strength of the team.
- *Commitment* – The ability to take personal responsibility due to one’s sense of ownership and pride in the Authority.

Job-Specific Knowledge, Skills & Abilities

- Ability to observe and recognize circumstances that may require investigation or intervention.
- Ability to intervene in a conflict situation and reach resolution.
- Problem-solving skills to help travelers in need.
- Customer-service skills required to interact in a friendly yet professional manner.
- Ability to deal with the public in conflict or stressful situations.
- Knowledge and understanding of Airport rules and regulations.
- Ability to obtain an AOA Driver’s License.
- Ability and willingness to enforce parking and traffic rules and issue citations, when necessary.

ENVIRONMENT & WORKING CONDITIONS

Work is performed both inside the terminal and outside on the field and land-side. As such, may be exposed to environmental conditions.

PHYSICAL DEMANDS (including requirements for travel or working nights/weekends/holidays)

Requires:

- Standing, walking, and bending to patrol the property.
- May be called upon to assist travelers with luggage weighing up to 50 lbs.
- Vision to drive, observe traveling public, and complete written reports.
- Manual dexterity to file computer reports and enter data into iPads.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties of this job.

Manager Signature

Date

Employee Signature

Date

****WE ARE AN EQUAL OPPORTUNITY EMPLOYER****

EOE, M/F, D/V

APPLICANT DATA RECORD

All applicants are considered for the applied position without regard to race, color, religion, sex, national origin, age, marital status, veteran status, disability (if performance ability coincides with job requirements), or any other legally protected status.

Solely to help us comply with government record keeping, reporting and other legal requirements, we ask that you complete this Applicant Data Record. We appreciate your cooperation. The completion of this Data Record is optional. If you choose to volunteer the requested information, please note that all Data Records are kept in a Confidential File and are not a part of your Application for Employment or your personnel file. Periodic Reports are made to the government on the following information.

YOUR COOPERATION IS VOLUNTARY. INCLUSION OR EXCLUSION OF ANY DATA WILL NOT AFFECT ANY EMPLOYMENT DECISION.

Position Applied For:	Today's Date:
Name (Last) (First) (MI)	Social Security Number:
Address:	Telephone Number:
City State Zip	Date of Birth
Check One: <input type="checkbox"/> Male <input type="checkbox"/> Female	
Check one of the following: (Ethnic Origin)	
<input type="checkbox"/> White <input type="checkbox"/> Hispanic <input type="checkbox"/> American Indian/Alaskan Native	
<input type="checkbox"/> African American <input type="checkbox"/> Asian/Pacific Islander <input type="checkbox"/> Other _____	
Marital Status: <input type="checkbox"/> Married <input type="checkbox"/> Single	
Referral Source: <input type="checkbox"/> College/Tech School <input type="checkbox"/> Newspaper <input type="checkbox"/> Employment Agency	
<input type="checkbox"/> Walk-In <input type="checkbox"/> Friend/Relative <input type="checkbox"/> Other-Specify_____	



100 INTERNATIONAL DRIVE*SUITE 300*JACKSON, MISSISSIPPI*39208

Application For Employment

(Please Print or Type in Black Ink)

WE ARE AN EQUAL OPPORTUNITY EMPLOYER

Applicants are considered for all positions without regard to race, religion, gender, national origin, age, veteran status, the presence of a non-job related physical or mental condition, handicap, or disability, or any other legally protected status. If you require accommodation or assistance in completing this application or in any stage of the employment process, please let us know.

APPLICATION FOR: **Airport Operations Agent**

ADVERTISEMENT PERIOD: **04/16/2018 - 04/30/2018**

PERSONAL

NAME _____

(Last)

(First)

(Middle Initial)

ADDRESS _____

(Street Address)

(City)

(State)

(Zip)

HOME PHONE NO. (____) _____ ALTERNATE PHONE NO. (____) _____

SOCIAL SECURITY # _____

DRIVER LICENSE # _____ Class _____ Expiration _____ State _____

When will you be available to begin if selected for the position? _____

Are you available to work shifts? Yes _____ No _____

Are you authorized to work in the U.S. on an unrestricted basis? Yes _____ No _____

(Proof of citizenship or immigration status will be required upon employment)

Have you ever been employed with JMAA before? Yes _____ No _____

If yes, give dates _____

Have you ever been convicted of a crime other than minor traffic violations? Yes _____ No _____

If yes, state nature of offense, when, where and disposition _____

(A conviction will not necessarily disqualify an applicant from employment)

Do you have any relatives presently employed by the Jackson Municipal Airport Authority? Yes _____ No _____

If yes, list names and relationship _____

Employment with the Jackson Municipal Airport Authority is contingent upon the ability to be granted and maintain ID/secure media badge as regulated by TSA, and a valid drivers license and motor vehicle report in compliance with JMAA's Drivers Policy. A comprehensive pre-employment background check includes an education/experience investigation, a medical physical exam, a drug/alcohol screen, a motor vehicle report and a fingerprint-based criminal history record check.

NAME: _____ SOCIAL SECURITY NO.: _____

Education & Training

	High School	College/Technical/Business	Graduate School
School Name & Location			
Years Completed (Circle)	9 10 11 12	1 2 3 4	1 2 3 4 5
Diploma/Degree (Verification of education required) Describe Course of Study:			
Describe Specialized Training, Apprenticeships, Skills, Extra-Curricular Activities, Foreign Languages:			

Employment Experience

Start with your present or last job. If unemployed, start with your immediate past employment. Be specific and complete. Include military service assignments and volunteer activities. Any military service must be documented by providing a DD214 along with this application. Exclude organizational names that indicate race, color, religion, gender, national origin, disabilities or other protected status. Explain any gaps between employments. Failure to explain any gaps in employment will be justification for your disqualification from the selection process. Use additional sheets if necessary.

Your Job Title _____	Telephone No. (____) _____
Company Name _____	Employed (Indicate Month, Day and Year)
Address _____	From _____ To _____
Name of Supervisor _____	Annual Salary _____
Describe Your Duties _____	Start _____ Last _____
_____	Reason for Leaving _____

_____	May We Contact This Employer? Yes <input type="checkbox"/> No <input type="checkbox"/>
<input type="checkbox"/>	If No, Please Explain _____

Full Time _____	Part-Time _____

NAME: _____ SOCIAL SECURITY NO.: _____

Your Job Title _____ _____	Telephone No. (_____) _____
Company Name _____	Employed (Indicate Month, Day and Year)
Address _____ _____	From _____ To _____
Name of Supervisor _____ _____	Start _____ Last _____ Annual Salary _____
Describe Your Duties _____ _____ _____ _____	Reason for Leaving _____
No <input type="checkbox"/>	May We Contact This Employer? Yes <input type="checkbox"/>
_____	If No, Please Explain _____

Full Time _____	Part-Time _____

Your Job Title _____ _____	Telephone No. (_____) _____
Company Name _____	Employed (Indicate Month, Day and Year)
Address _____ _____	From _____ To _____
_____	Annual Salary _____

Name of Supervisor_____	Start _____	Last _____
Describe Your Duties_____	Reason for Leaving _____	

_____	May We Contact This Employer? Yes <input type="checkbox"/>	No <input type="checkbox"/>
_____	If No, Please Explain _____	
Full Time_____	Part-Time_____	
<hr/>		
Your Job Title_____	Telephone No. (_____) _____	
Company Name_____	Employed (Indicate Month, Day and Year)	
Address_____	From _____	To_____

Name of Supervisor_____	Start _____	Last _____
Describe Your Duties_____	Reason for Leaving _____	

_____	May We Contact This Employer? Yes <input type="checkbox"/>	No <input type="checkbox"/>
_____	If No, Please Explain _____	
Full Time_____	Part-Time_____	

Additional Skills

State any additional information you feel may be helpful to us in considering your application.

Indicate any professional licenses or certificates, license numbers, their expiration dates and issuing agency.

Professional References:

List the name, title, contact information, and relationship of at least three references who are not related to you.

Name	Title	Contact Information	Relationship

Applicant's Statement

I certify that answers given herein are true and complete to the best of my knowledge.

I understand that an investigation of all statements contained in this application for employment will be conducted, to include at a minimum: personal and business references; employment history; education/technical training; and military service. If a conditional offer of employment is extended, I understand that my hiring may be contingent upon successful completion of job-related testing, a medical examination, an alcohol and drug screening, a criminal background investigation, and a motor vehicle report. I understand that for Certified Police Officer positions, a psychological examination is also required. I agree, upon request, to sign all necessary authorization and consent forms.

Signature of Applicant

Date

THIS APPLICATION FORM MUST BE COMPLETED IN FULL, SIGNED AND DATED.



Jackson Municipal Airport Authority

Human Resources Department

Post Office Box 98109

Jackson, MS 39298-8109

Fax: (601) 664-3514

Authorization to Release Employment Information

I hereby authorize the Jackson Municipal Airport Authority to obtain information pertaining to my employment, attendance, performance reports, and disciplinary records from previous or current employers. I hereby authorize release of this information. This release is executed with full knowledge and understanding that the information is for the official use of the Jackson Municipal Airport Authority only as may be necessary in arriving at an employment decision.

I hereby release you, as the custodian of such records, from any and all liability for damages of any kind because of compliance with this authorization, and request you to release the information requested.

Please print all information legibly with black ink.

Full Name

Social Security Number

Current Address

Telephone Number(s)

(Day)

(Evening)

Signature of Applicant

Date

