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**Position:** Terminal Operations Specialist (TOS)

**Status :** Non-Exempt

**Division :** Terminal Services

**Reports To:** Duty Manager

**Shift Times:**  Varies

**Compensation Base Range**:  $14.50- $16.50 Hourly

**Position Summary:**

The TOS is responsible for ensuring the safety, security, and operational efficiency throughout the terminal location to include both airside and landside operations. The TOS is responsible for ensuring all passengers are safe, following operational procedures while providing an exceptional customer experience.

**Responsibilities and Duties:**

* Thorough inspection of terminal/AOA to ensure safe operating standards.
* Provides exceptional customer service to passengers inquiring about general flight inquires, guidelines, and directions
* Screening goods and equipment that are entering the sterile environment that bypass the TSA screening checkpoint
* Maintains constant vigilance for fire, sanitary, slip, or trip hazards and responding to them appropriately
* Responding to and investigating all security door alarms and escalating, if necessary, to the appropriate representatives
* Performing routine daily inspections of leasehold perimeter fencing, parking lots,

roadways, and ramp areas

* Performing continuous security sweeps of the terminal’s facilities to ensure no

prohibited items or suspicious devices are present

* Monitoring vehicle traffic on the terminal frontage and preventing any vehicle from

being unattended or standing for a long period of time without actively loading and

unloading of passengers

* Maintaining passenger control when portals to the sterile area are open, ensuring no

one accidentally or intentionally breaches into the sterile environment

* Continuously monitoring ramp activities to ensure compliance with airport rules and

regulations regarding safety and security

* Inspect parking lots to ensure all vehicles are secure, terminal infrastructure is undamaged, and the area is clean
* Aid passengers in the short-term parking lot
* ***Other duties as assigned***

**Minimum Qualifications and Skills**

* High school diploma or GED equivalent
* Be a U.S. citizen or show proof of right to work in the U.S.
* Prefer airline or general security background experience but not required
* Ability to lift up to 50 lbs.
* Valid Driver’s License (escort contractors or vendors)
* Must be able to pass a criminal background check and obtain and maintain federally mandated security clearances required to work at an airport
* Ability to work in tough conditions, such as hot and cold weather and time sensitive goals

**Competencies:**

* Strong oral and written communication
* Situational awareness
* Interpersonal awareness
* Customer orientation
* Thoroughness
* Attention to detail
* Decisiveness
* Stress management

**Physical Demands:**

* Lift in between 20 to 50 pounds,
* Stand for prolonged periods, up to four hours at a time

**Working Conditions:**

* Team member is subject to environmental conditions such as weather and temperature changes and moderate noise
* Must be comfortable being around large groups of people for prolonged periods of time