

**TBI Airport Management, Inc.
Burbank Bob Hope Airport**

Job Description

Security Specialist

Reports to: Manager, Airport Security

Status: Non-Exempt

General Description:

The Security Specialist possesses a high degree of competence in security media processing, strong business and systems knowledge, customer service and analytical skills, and capabilities to improve the work process and products. The Security Specialist demonstrates subject matter expertise in the areas of processing and issuing security media for Burbank Bob Hope Airport in accordance with TSA and Authority regulations. The position maintains and protects highly sensitive and confidential information. It also evaluates and grants door access through the access control system as appropriate. The role provides general badge issuance and transaction guidance as required.

Essential Job Functions:

Typical Tasks

- Provides proficient badge processing support with minimal supervision. Balances primary assignment as a badging administrative specialist and additional assignments as requested.
- Provides systems support, including full understanding of all office systems relating to security media processing.
- Provides document support; serves as a subject matter expert regarding all required documentation relating to security media processing.
- Provides general badge process guidance to staff prior to managerial interaction.
- Performs data entry, compiles reports and performs audits in a manner that demonstrates strong writing, analytical skill and critical thinking.
- Assists in the federally regulated audits of all badge holders
- Assists with data and system conversions.
Evaluates processes and generates security badges for Burbank Bob Hope Airport ensuring compliance with several TSA, Authority and airport specific rules and regulations.
- Evaluates various security media applications for accuracy, completeness and appropriateness.
- Ensures the validity of government issued identification documents prior to issuance of security media.
- Ensures correct documentation is included with each application. Contacts application sponsors of problems requiring corrections.
- Accepts monetary payments (cash or company check) for badging and prepares payment transactions/check requests for processing.
- Performs data entry of highly confidential and security sensitive information materials into a sophisticated database. Ensures accuracy and legitimacy of requested media.
- Evaluates and captures each applicant's biometric data (fingerprint) ensuring content and quality are acceptable for the vetting system.

- Utilizes multiple software and hardware programs to produce the appropriate airport ID media.
- Maintains computer based training room on a daily basis. Verifies that individual computers are operating and connected to the network. Resets system when necessary. Views and prints test results through the database when necessary.
- Maintains and secures highly confidential information of all applicants. Maintains inventory of unused identification media per TSA regulations.
- Assists in the training and development of new employees on production systems, policies and procedures.
- Collects and reports various data to airport security manager pertaining to reports, audits and trusted agent responsibilities.
- Maintains archive applications and badges through Authority and TSA regulated record retention program.
- Interacts with BGPAA staff, Airport Police, Airport Operations and all airport badge holders regarding door access issues and maintains a working knowledge of additional processes within the Badging Office.
Accepts and reviews different badging forms for credibility and accuracy.
- Inputs into the badging system approved door requests in a timely fashion allowing badge holders to gain access to secure areas of the airports to perform their job functions.
- Evaluates, assesses and troubleshoots door access issues using multiple data bases for badge holders with a sense of urgency while maintaining the integrity of the access control system. Resolves issues on the spot or refers to management.
- Performs customer service functions for the Airport Badging Office at the Burbank Bob Hope Airport.
- Handles in-person, phone and computer inquiries from the airport community.
- Researches and gathers information to respond to inquiries from tenants and other airport users. Refers all unresolved situations to Airport Security Manager.
- Responds to requests for information from internal and external stakeholders providing assistance in the interpretation of rules and regulation as directed by management.
- Performs other duties as assigned.

Minimum Qualifications:

Employment Standards

- Associate's degree or equivalent professional work experience preferred.
- 2 - 3 years administrative and/or customer service experience required.
- Experience in a multi-lingual setting preferred.
- Working knowledge of a foreign language preferred.
- Business background preferred with the ability to learn multiple custom data bases.
- Must be proficient in Microsoft Office products including word processing, spreadsheet applications, and Excel, PowerPoint and data base programs.

License and Special Requirements:

- Possession of a valid California Driver's license
- Obtain and maintain security clearance as required by role and TSA regulations

Supplemental Information:

Knowledge of:

- Proficient oral, written, and mathematical skills.

Ability to:

- Process payments, maintain files, and successfully schedule workload as required.
- Maintain confidentiality in handling all documentations and data during all assignments.
- Follow a task from concept to completion.
- Multicultural environment with persons of diverse backgrounds.

Interested Applicants can Apply by following the link below:

<https://www.ondemandassessment.com/link/index/JB-FY931QPW3?u=137146>