



# **Transportation Security Officer**

## **SV-1802-D and E**

### **TSA Success Profile**

| <b>What Are The Major Functions Of The Transportation Security Officer?</b>   |
|---|
| <ul style="list-style-type: none"> <li>▪ Documenting</li> <li>▪ Conducting Screening Operations</li> <li>▪ Coordinating and Collaborating Across Functions</li> </ul> |

| <b>What Are Some Of The Job Challenges?</b>   |
|---|
| <ul style="list-style-type: none"> <li>▪ Communication with upper management and human resources</li> <li>▪ Comprehending the Standard Operating Procedures (e.g., the discrepancies and similarities across baggage and passenger screening)</li> <li>▪ Dealing with customers</li> <li>▪ Understanding the performance review system</li> <li>▪ Working with job tools (e.g., differences in hand wands, LCs, and other equipment across checkpoints, terminals, airports, etc.)</li> <li>▪ Working with minimal staffing</li> <li>▪ Working with outdated, old equipment</li> <li>▪ Working with dangerous and/or "asterisked" (e.g., firearms) or situations</li> </ul> |

| <b>What Competencies Does A Transportation Security Officer need to perform the job successfully?</b> |
|---|
| <p>✓ = Critical<br/>No ✓ = Important</p>  |

| <b>General Competencies</b> |                               |
|-----------------------------|-------------------------------|
| ✓                           | Accountability                |
| ✓                           | Attention to Detail           |
| ✓                           | Customer Service              |
| ✓                           | Flexibility                   |
| ✓                           | Integrity/Honesty             |
| ✓                           | Interpersonal Skills          |
| ✓                           | Oral Communication            |
| ✓                           | Teamwork                      |
|                             | Administration and Management |
|                             | Conflict Management           |
|                             | Decisiveness                  |
|                             | Problem Solving               |
|                             | Team Building                 |
|                             | Written Communication         |

| <b>Technical Competencies</b> |  |
|-------------------------------|--|
| ✓                             | Security Equipment Knowledge               |
| ✓                             | Security Screening Policies and Procedures |
|                               | Operations Management                      |
|                               | Security Directives and Regulations        |



## Major Job Functions & Duties Of A Transportation Security Officer

### Documenting

- Write incident reports either on the computer or by hand as necessary.

### Conducting Screening Operations

- Acts in a professional and courteous manner at all times and recognizes needs of individuals who may require special screening and assistance.
- Assists and/or ensures in monitoring the flow of passengers, baggage (carry-on and checked), and cargo through the screening checkpoint to facilitate the orderly and efficient processing of passengers, baggage, and cargo.
- Conducts screening at any airport, or other transportation terminal, as assigned, that provides commercial service to the public.
- Continually monitors individuals' behaviors as they enter and pass through security checkpoints and alerts superiors and/or law enforcement officers when suspicious behaviors are observed.
- Ensures the occupational health and safety guidelines are followed in a timely manner.
- Immediately responds to breaches of security and emergency situations.
- Maintains security while providing good customer service (is polite, maintains composure, etc.).
- Makes suggestions to improve screening processes and procedures.
- Operates various equipment such as walk-through and hand-held metal detectors, Explosive Detection System and Explosive Trace Detection system, and/or X-ray.
- Attends and participates, as appropriate, in information briefings concerning security-sensitive or classified information.
- Receives classroom and on-the-job instruction in Standard Operating Procedures and various facets of the work.
- Relays professional but firm commands to individuals to control situations, including those that may become heated.
- Takes appropriate steps to secure prohibited items and prevent entry to secure areas and aircraft.
- Conducts screening of passengers, baggage, and/or cargo, as required.
- Implements security screening procedures that are central to Transportation Security Administration objectives and which protect the traveling public by preventing any deadly or dangerous objects from being transported onto aircraft.
- Maintains communication with management regarding any issues that might reveal a weakness or vulnerable area of security screening that is discovered during the course of operations.

### Coordinating and Collaborating Across Functions

- Assists superiors and Law Enforcement Officers with observation of incidents.



## What Competencies Does A Transportation Security Officer need to perform the job successfully?

### General Competencies

#### Accountability

- Develops and consistently applies systems for tracking and communicating progress against milestones, performance results, and other key information
- Holds self accountable for completing agreed upon goals, responsibilities, and tasks
- Documents daily operating procedures in order to inform others and ensure consistency
- Maintains a continual awareness of the security posture at the airport
- Maintains a continual awareness of the security posture at the airport
- Completes assigned tasks in a timely manner with minimal supervision

#### Attention to Detail

- Discerns between relevant visual cues or information and irrelevant or distracting information when carrying out security responsibilities
- Notices details and pays attention to instructions, demonstrations, and other activities while learning or carrying out screening responsibilities
- Takes in and recalls incoming visual sensory information and uses it to make judgments and/or comparisons while carrying out screening responsibilities
- Is thorough and accurate when performing work
- Double checks the accuracy of information to assure high quality and precise work products
- Keeps workspace organized to prepare for screening interactions

#### Customer Service

- Analyzes situations from the passenger's or stakeholder's perspective to determine the optimal response
- Identifies areas for improvement based on input from passengers and/or stakeholders
- Works with stakeholders to build relationships that foster mutually beneficial outcomes while supporting the TSA mission and goals (e.g., air carrier operations management, contractors)
- Exercises patience and self-control when faced with difficult passenger or stakeholder situations
- Listens and responds objectively and promptly to issues and complaints from passengers and stakeholders while ensuring proper adherence to security procedures
- Follows up with stakeholders to ensure commitments and expectations are met

#### Flexibility

- Adapts quickly to new or changing situations
- Maintains a positive attitude with issues that arise from policy or schedule changes
- Changes one's own behavior to adjust to other people
- Is receptive to new information, ideas, or strategies to achieve goals



### Integrity/Honesty

- Admits own mistakes, seeks feedback from others, and takes active steps to address/resolve them
- Avoids and actively prevents any action or situation that would give the appearance of unethical or inappropriate behavior
- Demonstrates and encourages others to do the right thing in difficult situations
- Sets an example through modeling desired practices and standards in own behavior
- Delivers on commitments made to others and encourages others to do the same



## General Competencies (continued)

### Interpersonal Skills

- Treats all employees with respect, fairness, and consistency (e.g., listens to and respects others' views and ideas)
- Delivers difficult or sensitive information openly, honestly, and with empathy
- Exhibits awareness of the impact of own words, actions, or decisions on others  
Listens carefully and asks questions to understand the ideas, issues, and concerns of others

### Oral Communication

- Checks back with the audience to ensure that important messages have been understood
- Speaks clearly and concisely
- Explains complex concepts (e.g., policies or procedures) clearly and at an appropriate level of detail
- Maintains frequent appropriate level of contact with management to keep them informed about important or controversial situations
- Demonstrates skill in conducting oral presentations
- Adjusts communication style to most effectively connect with different/diverse audiences and individuals

### Teamwork

- Offers assistance to colleagues when necessary
- Shares all relevant or useful information as required
- Remains open to others' input in order to build and maintain positive working relationships
- Acknowledges contributions made by others
- Is confident the team can meet challenging goals and achieve the TSA mission



## Technical Competencies

### Security Equipment Knowledge

- Provides accurate explanations of the characteristics of security equipment to others
- Is able to recognize when screening equipment is malfunctioning by knowing what the potential symptoms are

### Security Screening Policies and Procedures

- Demonstrates knowledge and applies knowledge of security screening policies and procedures in work situations
- Recognizes discrepancies in the implementation of screening procedures and alerts supervisors in order to address them



## Development Activities

### Training, Conferences, Meetings

- Training on safety and security equipment usage and maintenance
- Competency related professional development courses in the Online Learning Center (OLC)
- Management or supervisory training (e.g., USDA Leadership courses, Skill Path, Covey courses, training in conflict management, handling problem employees, implementing performance improvement plans, training on safety and security equipment usage)
- Training to develop oral/written communication skills and interpersonal skills

### On-the-Job Development Activities

- Assuming the responsibility of LTSO when the LTSO is unavailable
- Being mentored by or shadowing a more experienced TSO
- Serving as Training Coordinator/Training Specialist
- Shadowing a more experienced TSO at other airport(s)
- Being mentored by or shadowing a more experienced LTSO
- Being mentored by or shadowing a more experienced STSO
- Special projects to address specific issues of importance to airport or TSA overall