

<b>GREATER ASHEVILLE REGIONAL AIRPORT AUTHORITY POSITION DESCRIPTION</b>	
<b>POSITION TITLE:</b> Badging Specialist	<b>DATE:</b> 03/07/2023
<b>DEPARTMENT/TITLE OF SUPERVISOR:</b> Operations / Operations Manager	<b>GRADE/LEVEL:</b> 15 (Non-exempt)

**Position Summary** (Primary Function)

The Airport Badging Specialist’s primary responsibility is to perform thorough and skilled specialized data entry and recordkeeping for security badge and credential applications, in support of Transportation Security Administration (TSA) regulated aviation security operations and programs. This position is the contact for employees and tenants to obtain airport security badges. Additional responsibilities include: handling applicant Personal Identifiable Information, ensuring all badging requirements are met, permitting for ground transportation and providing other administrative duties in support of the Operations Department. Position requires customer service skills to handle the face-to-face transactions, strong computer skills and the ability to multitask daily.

**Certifications Required**

- None at this time.

**Responsibilities** (Essential Duties)

- Supports the day-to day activities of the Badging Office, including assisting applicants in all phases of the security badging process.
- Receives, verifies, and processes airport security badge applications.
- Accepts and evaluates identity documents as directed by TSA/Regulatory compliance; properly handles and safeguards Personal Identifiable Information and Sensitive Security Information.
- Enters information into and retrieves information from complex computer filing systems and databases in compliance with TSA regulations.
- Assigns appropriate security access.
- Updates Criminal History Records Check (CHRC) and Rap back results into badging records.
- Receives and processes various payments.
- Fingerprints applicants on an electronic system, verifying quality for submission.
- Processes vehicle permit applications for registered vehicles, issues vehicle permits, and issues credentials.

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- Assists in TSA mandatory yearly and biannual badging audits.
- Provides front counter customer service, including explaining badging requirements and assisting with documentation requirements.
- Answers phone calls regarding badging inquiries and information.
- Participates in budget projections and purchasing.
- Orders supplies related to the badging process.
- Coordinates with a variety of airport staff, tenants and vendors to determine needs and priorities.
- Prepares and maintains a variety of records and reports.
- Maintains current knowledge of all Greater Asheville Regional Airport Authority rules, regulations, and policies.
- Recognizes emergency situations and takes appropriate action.
- This employee may be called back as assigned.
- Performs other duties and related tasks as required and assigned.
- GARAA retains the right to change or assign other duties to this position.

**Education Requirements** (Evaluation Factors: Skills, Education, Experience, Ability)

- Prefer Associates degree in Business Administration or related trade area; or combination of education and experience that produces the required knowledge, skills, and abilities listed above.
- Excellent verbal, written, and interpersonal communication skills.
- This position requires skills in prioritization, organization, verbal communications and interpersonal relations, and the ability to manage multiple projects simultaneously.

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**Experience Requirements**

- Two (2) to five (5) years' work experience in a business environment.
- Proficiency in the use of a personal computer skill is necessary.
- Thorough knowledge of the methods, tools and equipment used in the assigned trades.
- Knowledge of TSA security regulations and requirements is preferred.
- Thorough knowledge of safety regulations, occupational hazards, and related safety precautions.
- Some knowledge of organizational budgeting and purchasing systems.
- Ability to evaluate programs, prepares concise organized reports, understand, and communicate clear oral and written instructions.
- Ability to establish and maintain effective working relationships with coworkers, supervisors, and the public.

**Special Knowledge, Skills and Abilities**

- Significant independence and initiative required.

**Supervisory Responsibility**

- None at this time.

**Licenses Required**

- Valid North Carolina Driver's License.

**Latitude/Independent Judgment/Accuracy**

- The Operations Manager establishes workflow for the position.
- Diligence must be exercised when handling confidential information.
- Reasonable care for equipment/process will prevent injury/damage.
- Responsible for own work but must coordinate work with others.

**Other Requirements**

- Must be able to complete and pass a background investigation as required by the Federal Government.
- Maintains regular and reliable attendance.



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**Working Conditions**

- Physical Demand - Must be able to physically perform the basic life operational functions of climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, feeling, talking, hearing, grasping, and repetitive motions.
- Work in this position is light work exerting up to 10 lbs. of force frequently and 20 to 50 pounds of force occasionally to move objects.
- This position requires visual acuity to analyze data and figures, operate a computer terminal, perform extensive reading, and to determine the neatness and accuracy of work.
- Work hours routinely M-F from 8:30 AM to 5:00 PM, subject to change.
- Work authorized overtime is available.
- Be available for emergency overtime when the need arises by responding to call outs before and after routine/standard work hour.
- Exposed to normal office environment and limited normal industrial environment.
- Exposed to weather elements on occasion.
- This is a non-exempt position.