



Code: 0375

Family: Clerical and Office Administration

Service: Administrative

Group: Clerical, Accounting and General Office

Series: General Administrative

CLASS TITLE: MANAGER – AVIATION ID BADGING OPERATIONS

CHARACTERISTICS OF THE CLASS

Under general supervision, manages administrative and clerical functions in support of the review and processing of applications and the issuance of identification (ID) badges providing access to restricted and non-restricted areas of the airport(s) facilities and airfields, and performs related duties as required

ESSENTIAL DUTIES

- Supervises clerical and administrative staff at O'Hare International Airport and Midway International Airport responsible for the intake, review and processing of applications for ID airport badges and appropriate access to airport facilities and airfields
- Ensures staff follow established procedures in the review of information on applications, the verification of required identification documents and the proper scanning of documents into the department's automated badging system
- Oversees staff in the fingerprinting of applicants using an electronic fingerprinting system, ensuring fingerprints are properly taken and transmitted to security vendors for criminal background checks and federal agencies for security threat assessment reviews
- Receives reports from security vendors reviewing results from background investigations and providing clearance or denial of applications to remain abreast of the status of applications
- Monitors day to day operations to ensure work processes flow smoothly and efficiently
- Works with staff to resolve customer issues affecting or delaying the processing of applications
- Responds to requests for information or assistance from federal and state agencies, airport tenants and airlines
- Works with vendors to resolve problems with the automated badging system
- Ensures staff receives required training relating to the security identification badging process
- Ensures administrative rules and processes are followed in the processing and issuance of identification (ID) badges
- Prepares reports on section's work activities and progress in meeting performance measures
- Reviews operational procedures and prepares recommendations to improve effectiveness

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Graduation from an accredited college or university with a Bachelor's degree, plus five years of work experience in a fast paced customer service operation, of which at least two years are in a supervisory role over customer service functions, or an equivalent combination of training and experience.

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, scanner)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Considerable knowledge of:

- *customer service principles and practices
- * office management practices
- * administrative, clerical and report preparation practices and procedures
- *supervisory methods, practices, and procedures
- * applicable computer software packages and applications

Some knowledge of:

- administrative rules and procedures relating to the issuance of identification badges to airport personnel

Skills

- *ACTIVE LISTENING - Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- *MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- INSTRUCTING - Teach others how to do something

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong

CLASS TITLE: MANAGER – AVIATION ID BADGING OPERATIONS

- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
March, 2011