



Transportation Security Officer

SV-1802-D and E

TSA Success Profile

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

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 ▪ Working with minimal staffing ▪ Working with outdated, old equipment ▪ Working with dangerous and/or "asterisked" (e.g., firearms) or situations

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

General Competencies	
✓	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

Technical Competencies	
✓	Security Equipment Knowledge
✓	Security Screening Policies and Procedures
	Operations Management
	Security Directives and Regulations



Major Job Functions & Duties Of A Transportation Security Officer

Documenting
<ul style="list-style-type: none">▪ Write incident reports either on the computer or by hand as necessary.
Conducting Screening Operations
<ul style="list-style-type: none">▪ 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
<ul style="list-style-type: none">▪ 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