



FirstLine Transportation Security, Inc.

Customer- Focused Security. FirstLine Transportation Security is a leading provider of a broad array of security guard/screening services and technical/administrative security support services to the federal government. These services include:

- Transportation Security
 - Aviation
 - Rail
 - Shipping/cargo
- Physical security
 - Facility
 - Perimeter
 - Employee
- Personnel Security
 - Human Resources
 - Recruitment
 - Suitability Adjudication
 - Security Adjudication
- Security Training
 - Equipment Training (x-ray, walk-through and hand held detection)
 - Security screening techniques for personal and physical searches

FirstLine's success is attributed to many factors including its highly motivated and continually trained employees, commitment to continuous improvement through innovative performance management programs and its demonstrated record of exceptional customer service and customer-focused security. Examples of programs that FirstLine employs include:

- Sophisticated scheduling and human resource technologies to support efficient staffing, manpower allocation and accurate payroll and training records.
- Innovative technologies that track new hire candidates through a stringent assessment regime ensuring compliance with government regulations and company requirements.
- Continuous emphasis and training on security procedures AND customer service.

Guard and Screening Security Services. FirstLine provides guard and screening services including its service to the traveling public through the Transportation Security Administration's Screening Partnership Program (SPP). As other federal agencies are now learning, this same high level of customer-focused security is now available to other federal customers through FirstLine's GSA Federal Supply Services contract.

Technical and Administrative Security Support. Additionally, FirstLine's high standards are applied in performing a variety of security support services including expert training on the latest technologies, background check and adjudication services and technical and administrative support for security operations. These background check services also include fingerprinting, case management and adjudication All services also meet and exceed appropriate high standards of performance and are conducted by well trained, experienced and properly credentialed professionals.

Manpower Scheduling and Management, Error Free and Efficient. FirstLine has developed its own manpower and staffing management system which maintains staffing asset visibility one hundred percent of the time. This program, managed by highly capable FirstLine staff and utilizing sophisticated yet user-friendly technology efficiently allows FirstLine to schedule, deploy

and manage its staff in simple and complex environments. The program includes forecasting models and easy to employ interfaces with payroll, time and attendance and training thus permitting FirstLine and its federal customers to run an efficient, error-free and fully visible staffing operation.

Where We Are. FirstLine performs airport security services at Kansas City International Airport (KCI) and Roswell, New Mexico Industrial Air Center (ROW) as a key security partner with the TSA and these airports. FirstLine's services have been recognized nationally for their high levels of performance and attention to customer service. FirstLine already meets and exceeds the increasingly complicated demands of homeland security at airports and is prepared for security screening partnerships at federal facilities and commercial airports nationwide.

FirstLine now provides Technical and Administrative Security Support to the United States Coast Guard in Portsmouth, VA and is prepared to provide this service to federal agencies nationwide.

SCHEDULE TITLE: Federal Supply Schedule 084 – Total Solutions for Law Enforcement, Security, Facilities Management, Fire, Rescue, Special Purpose Clothing, Marine Craft, and Emergency/Disaster Response, FSC Group: 63 – Alarm and Signal Systems/Facility Management Systems/Professional Security/Facility Management Services and Guard Services

CONTRACT NUMBER: GS-07F-0021U

CONTRACT PERIOD: October 1, 2007 through September 30, 2012

CONTRACTOR: FirstLine Transportation Security, Inc.
4401 Rockside Road, Suite 401
Cleveland, OH 44131

Phone: 216-674-5300

FAX#: 216-674-5395

EMAIL: smetzler@firstlinets.com

WEB: www.firstlinets.com

CONTRACTOR'S ADMINISTRATION SOURCE: Stephen P. Metzler, Vice President, Operations

BUSINESS SIZE: Large

CUSTOMER INFORMATION:

1a. Table of Awarded Special Item Number(s):

SIN	DESCRIPTION
246 52	Professional Security/Facility Management Services
246 54	Guard Services
246 54 RC	Guard Services for State and Local Disaster Recovery

1b. Lowest Priced Model Number and Price for Each SIN:
(Government net price based on a unit of one)

SIN	MODEL	PRICE
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(NA/Services)

1c. Services Offered

See 1 a

**FirstLine Transportation Security, Inc.
GS-07F-0021U**

2. MAXIMUM ORDER GUIDELINE: SINs 246 52 and 246 54: \$200,000 per SIN/per Order

*If the best value selection places your order over the Maximum Order identified in this catalog/pricelist, you have an opportunity to obtain a better schedule contract price. Before placing your order, contact the aforementioned contactor for a better price. The contractor may (1) offer a new price for this requirement (2) offer the lowest price available under this contract or (3) decline the order. A delivery order that exceeds the maximum order may be placed under the schedule contract in accordance with FAR 8.404.

3. MINIMUM ORDER LIMITATION: \$100

4. GEOGRAPHIC COVERAGE: 50 States, DC, Territories (see awarded wage determination locations)

5. PRODUCTION POINT: N/A Services

6. BASIC DISCOUNT: See approved price schedule. For calculation of the GSA Schedule price (price paid by customers ordering from the GSA Schedule), the contractor should apply the appropriate discounts then add the prevailing IFF rate to the negotiated price (Net GSA price). Prices shown include the calculated IFF. Currently the IFF rate is 0.75%

7. QUANTITY DISCOUNTS: None

8. PROMPT PAYMENT TERMS: Net 30 Days

9a. GOVERNMENT PURCHASE CARDS MUST BE ACCEPTED UP TO THE MICROPURCHASE THRESHOLD

9b. GOVERNMENT PURCHASE CARDS ARE NOT ACCEPTED ABOVE THE MICROPURCHASE THRESHOLD (Contractor to revise prior to distribution if larger credit card orders will be accepted)

10. FOREIGN ITEMS: N/A

11a. TIME OF DELIVERY: 30 DARO

11b. EXPEDITED DELIVERY: 5 DARO

11c. OVERNIGHT and 2-day DELIVERY: Consult with Contractor

11d. URGENT REQUIREMENTS: Consult with Contractor

12. FOB POINT: N/A Services

13a. ORDERING ADDRESS: Same as Contractor's address

13b. ORDERING PROCEDURES: For Supplies and Services, the ordering procedures and information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.

14. PAYMENT ADDRESS: 7135 Charlotte Pike, Suite 100, Nashville, TN 37209

15. WARRANTY PROVISIONS: N/A

16. EXPORT PACKING CHARGES: N/A

17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE:
Purchases accepted up to the micro-purchase threshold only.

18. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR (IF APPLICABLE): N/A

19. TERMS AND CONDITIONS OF INSTALLATION (IF APPLICABLE): N/A

20. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF APPLICABLE): N/A

20a. TERMS AND CONDITIONS FOR ANY OTHER SERVICES (IF APPLICABLE): N/A

21. LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE): N/A

22. LIST OF PARTICIPATING DEALERS (IF APPLICABLE): N/A

23. PREVENTATIVE MAINTENANCE (IF APPLICABLE): N/A

24a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (e.g. recycled content, energy efficiency, and/or reduced pollutants): N/A

24b. SECTION 508 COMPLIANCE FOR EIT: N/A

25. DATA UNIVERSAL NUMBER SYSTEM (DUNS) NUMBER: 13-447-3136

26. NOTIFICATION REGARDING REGISTRATION IN CENTRAL CONTRACTOR REGISTRATION (CCR) DATABASE: Registration valid until May 2, 2009. Cage Code 3RPN6.

FIRSTLINE TRANSPORTATION SECURITY
Professional Security/Facility Management Services
Awarded Labor Categories 246-52
(Updated, December 15, 2008):

1. Personnel Security Assistant 1
2. Personnel Security Assistant 2
3. Investigator 1
4. Adjudicator/Case Analyst 1
5. Adjudicator/Case Analyst 2
6. Adjudicator/Case Analyst 3
7. Program Manager 1
8. Program Manager 2

City, State	Kansas City & National Unless Otherwise Specified	Washington, DC, Northern VA, Maryland	Cleveland, OH
Program Manager 1	58.27	62.24	60.29
Program Manager 2	66.02	70.52	68.31
Operations Center Operator 1	36.37	38.85	37.63
Operations Center Operator 2	43.24	46.18	44.74
Personnel Security Assistant 1	37.66	40.23	38.97
Personnel Security Assistant 2	41.66	44.50	43.11
Investigator	45.95	49.08	47.54
Adjudicator/Case Analyst 1	50.55	54.00	52.31
Adjudicator/Case Analyst 2	58.17	62.13	60.19
Adjudicator/Case Analyst 3	75.47	80.61	78.09

City, State	Atlanta, GA	Miami, FL	Chicago, IL
Program Manager 1	60.39	61.32	61.20
Program Manager 2	68.42	69.48	71.84
Operations Center Operator 1	37.69	38.27	38.19
Operations Center Operator 2	44.81	45.50	47.05
Personnel Security Assistant 1	39.03	39.64	40.98
Personnel Security Assistant 2	43.18	43.85	45.34
Investigator	47.62	48.35	50.00
Adjudicator/Case Analyst 1	52.39	53.20	55.01
Adjudicator/Case Analyst 2	60.29	61.22	63.30
Adjudicator/Case Analyst 3	78.21	79.42	82.12

City, State	Dallas/Ft. Worth	Houston	Denver
Program Manager 1	61.13	65.59	62.31
Program Manager 2	69.26	74.31	70.60
Operations Center Operator 1	38.16	40.94	38.89
Operations Center Operator 2	45.36	48.67	46.24
Personnel Security Assistant 1	39.51	42.39	40.27
Personnel Security Assistant 2	43.71	46.89	44.55
Investigator	48.20	51.72	49.13
Adjudicator/Case Analyst 1	53.04	56.90	54.06
Adjudicator/Case Analyst 2	61.03	65.47	62.21
Adjudicator/Case Analyst 3	79.17	84.94	80.70

City, State	Phoenix	Milwaukee	Raleigh/Durham
Program Manager 1	59.07	60.10	60.15
Program Manager 2	66.93	68.09	68.14
Operations Center Operator 1	36.87	37.51	37.54
Operations Center Operator 2	43.83	44.60	44.63
Personnel Security Assistant 1	38.18	38.84	38.87
Personnel Security Assistant 2	42.24	42.97	43.00
Investigator	46.58	47.39	47.42
Adjudicator/Case Analyst 1	51.25	52.14	52.18
Adjudicator/Case Analyst 2	58.97	60.00	60.04
Adjudicator/Case Analyst 3	76.51	77.83	77.89

City, State	Norfolk/Portsmouth/ Virginia Beach, VA	New Orleans
Program Manager 1	58.27	58.27
Program Manager 2	65.36	66.02
Operations Center Operator 1	36.37	36.37
Operations Center Operator 2	43.24	43.24
Personnel Security Assistant 1	37.66	37.66
Personnel Security Assistant 2	41.66	41.66
Investigator	45.95	45.95
Adjudicator/Case Analyst 1	50.55	50.55
Adjudicator/Case Analyst 2	57.59	58.17
Adjudicator/Case Analyst 3	75.47	75.47

FIRSTLINE TRANSPORTATION SECURITY
Guard Services Awarded Labor Categories 246-54
(Updated, December 15, 2008):

1. Guard/Screeener, Level 1
2. Guard/Screeener, Level 2
3. Guard/Screeener, Level 3
4. Lead Guard/Lead Screeener, Level 1
5. Lead Guard/Lead Screeener, Level 2
6. Lead Guard/Lead Screeener, Level 3
7. Guard Supervisor/Screeening Supervisor, Level 1
8. Guard Supervisor/Screeening Supervisor, Level 2
9. Guard Supervisor/Screeening Supervisor, Level 3
10. Duty Manager, Level 1
11. Duty Manager, Level 2
12. Administrative Assistant 1
13. Administrative Assistant 2
14. Program Manager 1
15. Program Manager 2
16. Operations Center Operator 1
17. Operations Center Operator 2
18. Personnel Security Assistant 1
19. Personnel Security Assistant 2
20. Investigator 1
21. Adjudicator/Case Analyst 1
22. Adjudicator/Case Analyst 2
23. Adjudicator/Case Analyst 3

Localities

1. Kansas City, MO
2. Washington, DC
3. Cleveland, OH
4. Atlanta, GA
5. Miami, FL
6. Chicago, IL
7. Dallas, TX
8. Houston, TX
9. Denver, CO
10. Phoenix, AZ
11. Milwaukee, WI
12. Raleigh, NC
13. Portsmouth/Norfolk, VA
14. New Orleans, LA

Labor Rates by locality:

City, State	Kansas City, MO	Washington, DC	Cleveland, OH
Wage Determination #, Revision # Wage Date	2005-2307, Revision #7 6/11/2008	2005-2103, Revision #6 5/29/2008	2005-2415, Revision #5 7/25/2008
Guard/Screeener, Level 1	27.28	29.14	28.22
Guard/Screeener, Level 2	33.42	35.70	34.58
Guard/Screeener, Level 3	39.54	42.23	40.91
Lead Guard/Lead Screeener, Level 1	38.07	40.66	39.39
Lead Guard/Lead Screeener, Level 2	39.88	42.60	41.27
Lead Guard/Lead Screeener, Level 3	41.70	44.54	43.15
Guard Supervisor/Screening Supervisor, Level 1	46.31	49.46	47.92
Guard Supervisor/Screening Supervisor, Level 2	49.18	52.53	50.89
Guard Supervisor/Screening Supervisor, Level 3	52.05	55.59	53.86
Duty Manager, Level 1	49.20	52.55	50.91
Duty Manager, Level 2	50.67	54.13	52.43
Administrative Assistant 1	28.79	33.98	29.79
Administrative Assistant 2	36.43	42.14	37.69
Program Manager 1	58.27	62.24	60.29
Program Manager 2	66.02	70.52	68.31
Operations Center Operator 1	36.37	38.85	37.63
Operations Center Operator 2	43.24	46.18	44.74
Personnel Security Assistant 1	37.66	40.23	38.97
Personnel Security Assistant 2	41.66	44.50	43.11
Investigator	45.95	49.08	47.54
Adjudicator/Case Analyst 1	50.55	54.00	52.31
Adjudicator/Case Analyst 2	58.17	62.13	60.19
Adjudicator/Case Analyst 3	75.47	80.61	78.09

City, State	Atlanta, GA	Miami, FL	Chicago, IL
Wage Determination #, Revision #	2005-2133, Revision #5	2005-2119, Revision #6	2005-2167, Revision #6
Wage Date	6/17/2008	5/29/2008	5/29/2008
Guard/Screeener, Level 1	28.27	28.71	29.68
Guard/Screeener, Level 2	34.64	35.17	36.37
Guard/Screeener, Level 3	40.98	41.61	43.03
Lead Guard/Lead Screeener, Level 1	39.16	40.06	41.42
Lead Guard/Lead Screeener, Level 2	41.34	41.97	43.40
Lead Guard/Lead Screeener, Level 3	43.22	43.89	45.38
Guard Supervisor/Screening Supervisor, Level 1	48.00	48.74	50.39
Guard Supervisor/Screening Supervisor, Level 2	50.97	51.76	53.52
Guard Supervisor/Screening Supervisor, Level 3	53.94	54.78	56.64
Duty Manager, Level 1	50.99	51.78	51.67
Duty Manager, Level 2	52.52	53.33	55.14
Administrative Assistant 1	31.67	30.30	33.49
Administrative Assistant 2	39.59	38.34	42.89
Program Manager 1	60.39	61.32	61.20
Program Manager 2	68.42	69.48	71.84
Operations Center Operator 1	37.69	38.27	38.19
Operations Center Operator 2	44.81	45.50	47.05
Personnel Security Assistant 1	39.03	39.64	40.98
Personnel Security Assistant 2	43.18	43.85	45.34
Investigator	47.62	48.35	50.00
Adjudicator/Case Analyst 1	52.39	53.20	55.01
Adjudicator/Case Analyst 2	60.29	61.22	63.30
Adjudicator/Case Analyst 3	78.21	79.42	82.12

City, State	Dallas, TX	Houston, TX	Denver, CO
Wage Determination #, Revision #	2005-2509, Revision #5	2005-2515, Revision #7	205-2081, Revision #5
Wage Date	5/29/2008	7/23/2008	5/29/2008
Guard/Screeener, Level 1	28.62	30.70	29.17
Guard/Screeener, Level 2	35.06	37.62	35.74
Guard/Screeener, Level 3	41.48	44.51	42.28
Lead Guard/Lead Screeener, Level 1	39.94	42.85	40.71
Lead Guard/Lead Screeener, Level 2	41.84	44.89	42.65
Lead Guard/Lead Screeener, Level 3	43.75	46.94	44.60
Guard Supervisor/Screening Supervisor, Level 1	48.59	52.12	49.52
Guard Supervisor/Screening Supervisor, Level 2	51.60	55.35	52.59
Guard Supervisor/Screening Supervisor, Level 3	54.61	58.58	55.66
Duty Manager, Level 1	51.62	55.38	52.61
Duty Manager, Level 2	53.16	57.04	54.19
Administrative Assistant 1	30.21	32.41	30.79
Administrative Assistant 2	38.22	41.00	38.96
Program Manager 1	61.13	65.59	62.31
Program Manager 2	69.26	74.31	70.60
Operations Center Operator 1	38.16	40.94	38.89
Operations Center Operator 2	45.36	48.67	46.24
Personnel Security Assistant 1	39.51	42.39	40.27
Personnel Security Assistant 2	43.71	46.89	44.55
Investigator	48.20	51.72	49.13
Adjudicator/Case Analyst 1	53.04	56.90	54.06
Adjudicator/Case Analyst 2	61.03	65.47	62.21
Adjudicator/Case Analyst 3	79.17	84.94	80.70

City, State	Phoenix, AZ	Milwaukee, WI	Raleigh, NC
Wage Determination #, Revision #	2005-2023	2005-2581	2005-2401
Wage Date	Revision #9	Revision #5	Revision #6
	5/29/2008	5/29/2008	5/29/2008
Guard/Screeener, Level 1	27.65	28.13	28.15
Guard/Screeener, Level 2	33.88	34.47	34.49
Guard/Screeener, Level 3	40.09	40.78	40.81
Lead Guard/Lead Screeener, Level 1	38.59	39.26	39.29
Lead Guard/Lead Screeener, Level 2	40.43	41.14	41.17
Lead Guard/Lead Screeener, Level 3	42.28	43.01	43.04
Guard Supervisor/Screening Supervisor, Level 1	46.95	47.76	47.80
Guard Supervisor/Screening Supervisor, Level 2	49.86	50.72	50.76
Guard Supervisor/Screening Supervisor, Level 3	52.77	53.68	53.72
Duty Manager, Level 1	49.88	50.74	50.78
Duty Manager, Level 2	51.37	52.26	52.30
Administrative Assistant 1	30.07	30.23	29.72
Administrative Assistant 2	37.81	38.11	37.60
Program Manager 1	59.07	60.10	60.15
Program Manager 2	66.93	68.09	68.14
Operations Center Operator 1	36.87	37.51	37.54
Operations Center Operator 2	43.83	44.60	44.63
Personnel Security Assistant 1	38.18	38.84	38.87
Personnel Security Assistant 2	42.24	42.97	43.00
Investigator	46.58	47.39	47.42
Adjudicator/Case Analyst 1	51.25	52.14	52.18
Adjudicator/Case Analyst 2	58.97	60.00	60.04
Adjudicator/Case Analyst 3	76.51	77.83	77.89

City, State Wage Determination #, Revision # Wage Date	Norfolk/Portsmouth/ Virginia Beach, VA	New Orleans, LA
	2005-2544, Revision #8 5/29/2008	2005-2233 Revision #7 8/15/2008
Guard/Screeener, Level 1	27.28	27.28
Guard/Screeener, Level 2	33.42	33.42
Guard/Screeener, Level 3	39.54	39.54
Lead Guard/Lead Screeener, Level 1	38.07	38.07
Lead Guard/Lead Screeener, Level 2	39.88	39.88
Lead Guard/Lead Screeener, Level 3	41.70	41.70
Guard Supervisor/Screening Supervisor, Level 1	46.31	46.31
Guard Supervisor/Screening Supervisor, Level 2	49.18	49.18
Guard Supervisor/Screening Supervisor, Level 3	52.05	52.05
Duty Manager, Level 1	49.20	49.20
Duty Manager, Level 2	50.67	50.67
Administrative Assistant 1	28.79	28.79
Administrative Assistant 2	36.43	36.43
Program Manager 1	58.27	58.27
Program Manager 2	65.36	66.02
Operations Center Operator 1	36.37	36.37
Operations Center Operator 2	43.24	43.24
Personnel Security Assistant 1	37.66	37.66
Personnel Security Assistant 2	41.66	41.66
Investigator	45.95	45.95
Adjudicator/Case Analyst 1	50.55	50.55
Adjudicator/Case Analyst 2	57.59	58.17
Adjudicator/Case Analyst 3	75.47	75.47

Labor Category Descriptions:

1. Job Title: Guard/Screeners, Level 1 (Non Exempt)

Department: Operations

Reports: Guard/Supervisor/Screening Supervisor

Summary: Carries out detailed instructions and procedures primarily oriented to insure that emergencies and security violations are readily discovered, resolved and/or reported to the appropriate authority. The primary duty is to observe and report security and emergency situations. Working together with the federal government, provides a safe work environment for customers and employees while ensuring our company is procedurally compliant, customer friendly and cost effective. Provides security services for the public with a safe and secure experience by performing the following duties personally and through subordinate supervisors. Additional duties may be assigned.

Primary Activities and Responsibilities

- Responsible for maintaining appropriate certifications as a Guard/Screeners.
- Required to attend mandatory training and meetings as directed.
- Responsible for identifying dangerous or deadly objects in personal possession.
- Ensures the identification of dangerous objects on a customer.
- Performs the essential security mission in a courteous and professional manner.
- Ensures uniform is neat and professional looking.
- Returns damaged and unused uniforms to inventory control clerk for proper disposal.
- Ensures stored uniforms are kept in secure environment to prevent unauthorized use.
- Performs security functions using diverse, cutting edge, electronic detection and imaging equipment.
- Ensures work area is a clean and safe environment.

Organizational Effectiveness

- Builds client relationships by demonstrating professionalism, self-confidence, and facilitative communication style and timely
- Consistently promotes company and its philosophies in a positive manner and adheres to customer service guidelines and procedures as established Employee Handbook and General Operations Guide.
- Maintains positive interpersonal relationships with team members by demonstrating productively, initiative, flexibility, respect, cooperation and commitment to the success of the company.

Workplace Initiatives

- Continual improvement of internal communications regarding training, learning and development.

Safety and Security

- Promote a safe work environment that is compliant, customer friendly, cost effective - that ensures the public a safe and secure experience.
- Maintain confidentiality regarding company business as well as Sensitive Security Information and other confidential resources.
- Consistently promotes company and its philosophies in a positive manner and adheres to customer service guidelines and procedures as established Employee Handbook and General Operations Guide.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. In accordance with established requirements all applicants will be required to pass tests, interviews, and other evaluations demonstrating that they have the necessary skills and abilities for job performance. These requirements include: Mental and physical abilities, identifying objects by touch, and interpersonal skills. Security Guards/Screeners, Lead Security Guards/Screeners and Supervisory Security Guards/Screeners will be required to demonstrate daily fitness for duty free from impairment from illegal drugs, sleep deprivation, medication, or alcohol.

Skills and Educational Requirements

Must be a U.S. citizen, have a high school diploma and/or GED, one year related security experience preferably as a screener, guard or x-ray technician. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Working Conditions

Overtime may be required (management authorization required).

While performing the duties of this job, the employee is occasionally required to stand, walk, sit and talk or hear.

2. Job Title: Guard/Screeener, Level 2 (Non Exempt)

Department: Operations

Reports: Guard Supervisor/Screening Supervisor

Summary: Carries out detailed instructions and procedures primarily oriented to insure that emergencies and security violations are readily discovered, resolved and/or reported to the appropriate authority. The primary duty is to observe and report security and emergency situations. Working together with the federal government, provides a safe work environment for customers and employees while ensuring our company is procedurally compliant, customer friendly and cost effective. Provides security services for the public with a safe and secure experience by performing the following duties personally and through subordinate supervisors. Additional duties may be assigned.

Primary Activities and Responsibilities

- Responsible for maintaining appropriate certifications as a Guard/Screenener.
- Required to attend mandatory training and meetings as directed.
- Responsible for identifying dangerous or deadly objects in personal possession.
- Ensures the identification of dangerous objects on a customer.
- Performs the essential security mission in a courteous and professional manner.
- Ensures uniform is neat and professional looking.
- Returns damaged and unused uniforms to inventory control clerk for proper disposal.
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- Performs security functions using diverse, cutting edge, electronic detection and imaging equipment.
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Organizational Effectiveness

- Builds client relationships by demonstrating professionalism, self-confidence, and facilitative communication style and timely
- Consistently promotes company and its philosophies in a positive manner and adheres to customer service guidelines and procedures as established Employee Handbook and General Operations Guide.
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- Continual improvement of internal communications regarding training, learning and development.

Safety and Security

- Promote a safe work environment that is compliant, customer friendly, cost effective - that ensures the public a safe and secure experience.
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objects by touch, and interpersonal skills. Security Guards/Screeners, Lead Security Guards/Screeners and Supervisory Security Guards/Screeners will be required to demonstrate daily fitness for duty free from impairment from illegal drugs, sleep deprivation, medication, or alcohol.

Skills and Educational Requirements

Must be a U.S. citizen, have a high school diploma and/or GED, two years related security experience preferably as a screener, guard or x-ray technician. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Working Conditions

Overtime may be required (management authorization required).

While performing the duties of this job, the employee is occasionally required to stand, walk, sit and talk or hear.

3. Job Title: Guard/Screener, Level 3 (Non Exempt)

Department: Operations

Reports: Guard Supervisor/Screening Supervisor

Summary: Carries out detailed instructions and procedures primarily oriented to insure that emergencies and security violations are readily discovered, resolved and/or reported to the appropriate authority. The primary duty is to observe and report security and emergency situations. Working together with the federal government, provides a safe work environment for customers and employees while ensuring our company is procedurally compliant, customer friendly and cost effective. Provides security services for the public with a safe and secure experience by performing the following duties personally and through subordinate supervisors. Additional duties may be assigned.

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- Ensures stored uniforms are kept in secure environment to prevent unauthorized use.
- Performs security functions using diverse, cutting edge, electronic detection and imaging equipment.
- Ensures work area is a clean and safe environment.

Organizational Effectiveness

- Builds client relationships by demonstrating professionalism, self-confidence, and facilitative communication style and timely
- Consistently promotes company and its philosophies in a positive manner and adheres to customer service guidelines and procedures as established Employee Handbook and General Operations Guide.
- Maintains positive interpersonal relationships with team members by demonstrating productively, initiative, flexibility, respect, cooperation and commitment to the success of the company.

Workplace Initiatives

- Continual improvement of internal communications regarding training, learning and development.

Safety and Security

- Promote a safe work environment that is compliant, customer friendly, cost effective - that ensures the public a safe and secure experience.
- Maintain confidentiality regarding company business as well as Sensitive Security Information and other confidential resources.
- Consistently promotes company and its philosophies in a positive manner and adheres to customer service guidelines and procedures as established Employee Handbook and General Operations Guide.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. In accordance with established requirements, all applicants will be required to pass tests, interviews, and other evaluations demonstrating that they have the necessary skills and abilities for job performance. These requirements include: Mental and physical abilities, identifying objects by touch, and interpersonal skills. Security Guards/Screeners, Lead Security Guards/Screeners and Supervisory Security Guards/Screeners will be required to demonstrate daily fitness for duty free from impairment from illegal drugs, sleep deprivation, medication, or alcohol.

Skills and Educational Requirements

Must be a U.S. citizen, have a high school diploma and/or GED, three years related security experience preferably as a screener, guard or x-ray technician. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Working Conditions

Overtime may be required (management authorization required).

While performing the duties of this job, the employee is occasionally required to stand, walk, sit and talk or hear.

4. Job Title: Lead Guard/Lead Screener, Level 1 (Non Exempt)
Department: Operations
Reports: Guard Supervisor/Screening Supervisor

Summary: Carries out detailed instructions and procedures primarily oriented to insure that emergencies and security violations are readily discovered, resolved and/or reported to the appropriate authority. The primary duty is to observe and report security and emergency situations and provide limited direction as required. Working together with the federal government, provides a safe work environment for our customers and employees while ensuring our company is procedurally compliant, customer friendly and cost effective. Supervises activities at screening location to provide the public with a safe and secure experience by performing the following duties personally and through subordinate supervisors. Additional duties may be assigned.

Primary Activities and Responsibilities

- Responsible for maintaining appropriate certifications in guard/screening functions.
- Required to attend mandatory training and meetings as directed.
- Support and arrange training of team members.
- Assists in coordination of safety meetings and daily shift briefings.
- In addition to the functions and duties of a guard/screener, a lead guard/screener may perform the following functions when assigned by the guard/screening supervisor as stated in appropriate federal SOP:
 - Clear prohibited items identified by appropriate federal prohibited items list; Open and close checkpoint screening lanes; Rotate guards/screeners; When staffing and workload permit, observe other guards/screeners to ensure SOP compliance; Perform the duties of the guard/screening supervisor when the guard/screening supervisor is absent from the screening checkpoint.
- When Guard/Screening Supervisor is absent from the screening checkpoint, provide overall supervision for the screening area including control and monitor customers at the screening area. Recording time attendance, maintaining daily log sheets and conducting daily briefings. Ensure collection, retention, and submission of information required for the completion of all required forms.
- Assist/coordinate and verify equipment is calibrated and maintained. (Complete required forms daily.)
- Reviews screening area appearance to ensure clean and safe work areas.
- Reviews location activity, inventory, and maintenance reports to ascertain current and correct data required for planning operations.
- Performs administrative activities associated with effective supervision of the screening operation.
- Verify SSI information is disseminated. Ensure control of SSI and/or classified information.

Organizational Effectiveness

- Builds client relationships by demonstrating professionalism, self-confidence, and facilitative communication style and timely responses to customer needs.

- Consistently promotes company and its philosophies in a positive manner and adheres to customer service guidelines and procedures as established Employee Handbook and General Operations Guide.
- Maintains positive interpersonal relationships with team members by demonstrating productively, initiative, flexibility, respect, cooperation and commitment to the success of the company.

Workplace Initiatives

- Continual improvement of internal communications regarding training, learning and development.
- Investigate, report, and document any non-routine incidents involving employees, customers, and/or clients including follow-up actions as required.

Employee Relations

- Ensure the consistent application of policies and procedures are applied to all employees consistently.
- Proactively maintain a positive employee relations environment and support our Open Door policy.
- Mentors, counsels subordinate regarding conduct/ results appropriate for job/career growth.
- Resolve problems, conflicts, and control or monitor individuals when appropriate, without using physical restraint and without jeopardizing his or her safety and that of others.

Staffing

- Assist in attracting, hiring, and retaining the highest quality talent through improvement and expansion of existing training programs and processes.
- Assist with identifying employee successes deserving of special recognition and initiate appropriate recognitions.
- Identifies, and assists with counseling and correcting deficient employee work habits or actions.
- Actively supervise screeners, checking their alertness and duty performance, and rotate their duty assignments as necessary.

Benefits

- Ensure employees are aware of Company benefit programs and the resources available.

Training, Learning and Development

- Ensure that each employee has an opportunity for career development and understands his/her growth opportunity.
- Work with management team to identify and develop talent.

Safety and Security

- Promote a safe work environment that is compliant, customer friendly, cost effective - that ensures the flying public a safe and secure travel experience.
- Maintain confidentiality regarding company business as well as Sensitive Security Information and other confidential resources.

- Consistently promotes company and its philosophies in a positive manner and adheres to customer service guidelines and procedures as established Employee Handbook and General Operations Guide.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. In accordance with established requirements all applicants will be required to pass tests, interviews, and other evaluations demonstrating that they have the necessary skills and abilities for job performance. These requirements include: Mental and physical abilities, identifying objects by touch, and interpersonal skills. Security Guards/Screeners, Lead Security Guards/Screeners and Supervisory Security Guards/Screeners will be required to demonstrate daily fitness for duty free from impairment from illegal drugs, sleep deprivation, medication, or alcohol.

Skills and Educational Requirements

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before customers or employees of organization. Ability to solve practical problems and deal with a variety of situations. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Must be a U.S. citizen, have a high school diploma and/or GED, one year related security experience preferably as a guard/screener or x-ray technician. A minimum of one year post secondary education and/or one year Supervisory experience.

Working Conditions

Overtime may be required (management authorization required).

While performing the duties of this job, the employee is occasionally required to stand, walk, sit and talk or hear.

5. Job Title: Lead Guard/Lead Screener, Level 2 (Non Exempt)

Department: Operations

Reports: Guard Supervisor/Screening Supervisor

Summary: Carries out detailed instructions and procedures primarily oriented to insure that emergencies and security violations are readily discovered, resolved and/or reported to the appropriate authority. The primary duty is to observe and report security and emergency situations and provide limited direction as required. Working together with the federal government, provides a safe work environment for our customers and employees while ensuring our company is procedurally compliant, customer friendly and cost effective. Supervises activities at screening location to provide the public with a safe and secure experience by performing the following duties personally and through subordinate supervisors. Additional duties may be assigned.

Primary Activities and Responsibilities

- Responsible for maintaining appropriate certifications in guard/screening functions.
- Required to attend mandatory training and meetings as directed.
- Support and arrange training of team members.
- Assists in coordination of safety meetings and daily shift briefings.
- In addition to the functions and duties of a guard/screener, a lead guard/screener may perform the following functions when assigned by the guard/screening supervisor as stated in appropriate federal SOP:
 - Clear prohibited items identified by appropriate federal prohibited items list; Open and close checkpoint screening lanes; Rotate screeners; When staffing and workload permit, observe other guards/screeners to ensure SOP compliance; Perform the duties of the guard/screening supervisor when the guard/screening supervisor is absent from the screening checkpoint.
- When Guard/Screening Supervisor is absent from the screening checkpoint, provide overall supervision for the screening area including control and monitor customers at the screening area. Recording time attendance, maintaining daily log sheets and conducting daily briefings. Ensure collection, retention, and submission of information required for the completion of all required forms.
- Assist/coordinate and verify equipment is calibrated and maintained. (Complete required forms daily.)
- Reviews screening area appearance to ensure clean and safe work areas.
- Reviews location activity, inventory, and maintenance reports to ascertain current and correct data required for planning operations.
- Performs administrative activities associated with effective supervision of the screening operation.
- Verify SSI information is disseminated. Ensure control of SSI and/or classified information.

Organizational Effectiveness

- Builds client relationships by demonstrating professionalism, self-confidence, and facilitative communication style and timely responses to customer needs.
- Consistently promotes company and its philosophies in a positive manner and adheres to customer service guidelines and procedures as established Employee Handbook and General Operations Guide.
- Maintains positive interpersonal relationships with team members by demonstrating productively, initiative, flexibility, respect, cooperation and commitment to the success of the company.

Workplace Initiatives

- Continual improvement of internal communications regarding training, learning and development.
- Investigate, report, and document any non-routine incidents involving employees, customers, and/or clients including follow-up actions as required.

Employee Relations

- Ensure the consistent application of policies and procedures are applied to all employees consistently.
- Proactively maintain a positive employee relations environment and support our Open Door policy.
- Mentors, counsels subordinate regarding conduct/ results appropriate for job/career growth.
- Resolve problems, conflicts, and control or monitor individuals when appropriate, without using physical restraint and without jeopardizing his or her safety and that of others.

Staffing

- Assist in attracting, hiring, and retaining the highest quality talent through improvement and expansion of existing training programs and processes.
- Assist with identifying employee successes deserving of special recognition and initiate appropriate recognitions.
- Identifies, and assists with counseling and correcting deficient employee work habits or actions.
- Actively supervise screeners, checking their alertness and duty performance, and rotate their duty assignments as necessary.

Benefits

- Ensure employees are aware of Company benefit programs and the resources available.

Training, Learning and Development

- Ensure that each employee has an opportunity for career development and understands his/her growth opportunity.
- Work with management team to identify and develop talent.

Safety and Security

- Promote a safe work environment that is compliant, customer friendly, cost effective - that ensures the flying public a safe and secure travel experience.
- Maintain confidentiality regarding company business as well as Sensitive Security Information and other confidential resources.
- Consistently promotes company and its philosophies in a positive manner and adheres to customer service guidelines and procedures as established Employee Handbook and General Operations Guide.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. In accordance with established requirements all applicants will be required to pass tests, interviews, and other evaluations demonstrating that they have the necessary skills and abilities for job performance. These requirements include: Mental and physical abilities, identifying objects by touch, and interpersonal skills. Security Guards/Screeners, Lead Security Guards/Screeners and Supervisory Security Guards/Screeners will be required to

demonstrate daily fitness for duty free from impairment from illegal drugs, sleep deprivation, medication, or alcohol.

Skills and Educational Requirements

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before customers or employees of organization. Ability to solve practical problems and deal with a variety of situations. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Must be a U.S. citizen, have a high school diploma and/or GED, two years related security experience preferably as a guard/screener or x-ray technician. A minimum of one year post secondary education and/or one year Supervisory experience.

Working Conditions

Overtime may be required (management authorization required).

While performing the duties of this job, the employee is occasionally required to stand, walk, sit and talk or hear.

6. Job Title: Lead Guard/Lead Screener, Level 3 (Non Exempt)

Department: Operations

Reports: Guard Supervisor/Screening Supervisor

Summary: Carries out detailed instructions and procedures primarily oriented to insure that emergencies and security violations are readily discovered, resolved and/or reported to the appropriate authority. The primary duty is to observe and report security and emergency situations and provide limited direction as required. Working together with the federal government, provides a safe work environment for our customers and employees while ensuring our company is procedurally compliant, customer friendly and cost effective. Supervises activities at screening location to provide the public with a safe and secure experience by performing the following duties personally and through subordinate supervisors. Additional duties may be assigned.

Primary Activities and Responsibilities

- Responsible for maintaining appropriate certifications in guard/screening functions.
- Required to attend mandatory training and meetings as directed.
- Support and arrange training of team members.
- Assists in coordination of safety meetings and daily shift briefings.
- In addition to the functions and duties of a guard/screener, a lead guard/screener may perform the following functions when assigned by the screening supervisor as stated in appropriate federal SOP:
 - Clear prohibited items identified by appropriate federal prohibited items list; Open and close checkpoint screening lanes; Rotate screeners; When staffing and workload permit, observe other screeners to ensure SOP compliance; Perform the duties of the guard/screening supervisor when the guard/screening supervisor is absent from the screening checkpoint.
- When Guard/Screening Supervisor is absent from the screening checkpoint, provide overall supervision for the screening area including control and monitor

- customers at the screening area. Recording time attendance, maintaining daily log sheets and conducting daily briefings. Ensure collection, retention, and submission of information required for the completion of all required forms.
- Assist/coordinate and verify equipment is calibrated and maintained. (Complete required forms daily.)
 - Reviews screening area appearance to ensure clean and safe work areas.
 - Reviews location activity, inventory, and maintenance reports to ascertain current and correct data required for planning operations.
 - Performs administrative activities associated with effective supervision of the screening operation.
 - Verify SSI information is disseminated. Ensure control of SSI and/or classified information.

Organizational Effectiveness

- Builds client relationships by demonstrating professionalism, self-confidence, and facilitative communication style and timely responses to customer needs.
- Consistently promotes company and its philosophies in a positive manner and adheres to customer service guidelines and procedures as established Employee Handbook and General Operations Guide.
- Maintains positive interpersonal relationships with team members by demonstrating productively, initiative, flexibility, respect, cooperation and commitment to the success of the company.

Workplace Initiatives

- Continual improvement of internal communications regarding training, learning and development.
- Investigate, report, and document any non-routine incidents involving employees, customers, and/or clients including follow-up actions as required.

Employee Relations

- Ensure the consistent application of policies and procedures are applied to all employees consistently.
- Proactively maintain a positive employee relations environment and support our Open Door policy.
- Mentors, counsels subordinate regarding conduct/ results appropriate for job/career growth.
- Resolve problems, conflicts, and control or monitor individuals when appropriate, without using physical restraint and without jeopardizing his or her safety and that of others.

Staffing

- Assist in attracting, hiring, and retaining the highest quality talent through improvement and expansion of existing training programs and processes.
- Assist with identifying employee successes deserving of special recognition and initiate appropriate recognitions.
- Identifies, and assists with counseling and correcting deficient employee work habits or actions.
- Actively supervise screeners, checking their alertness and duty performance, and rotate their duty assignments as necessary.

Benefits

- Ensure employees are aware of Company benefit programs and the resources available.

Training, Learning and Development

- Ensure that each employee has an opportunity for career development and understands his/her growth opportunity.
- Work with management team to identify and develop talent.

Safety and Security

- Promote a safe work environment that is compliant, customer friendly, cost effective - that ensures the flying public a safe and secure travel experience.
- Maintain confidentiality regarding company business as well as Sensitive Security Information and other confidential resources.
- Consistently promotes company and its philosophies in a positive manner and adheres to customer service guidelines and procedures as established Employee Handbook and General Operations Guide.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. In accordance with established requirements all applicants will be required to pass tests, interviews, and other evaluations demonstrating that they have the necessary skills and abilities for job performance. These requirements include: Mental and physical abilities, identifying objects by touch, and interpersonal skills. Security Guards/Screeners, Lead Security Guards/Screeners and Supervisory Security Guards/Screeners will be required to demonstrate daily fitness for duty free from impairment from illegal drugs, sleep deprivation, medication, or alcohol.

Skills and Educational Requirements

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before customers or employees of organization. Ability to solve practical problems and deal with a variety of situations. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Must be a U.S. citizen, have a high school diploma and/or GED, three years related security experience preferably as a guard/screener or x-ray technician. A minimum of one year post secondary education and/or two years Supervisory experience.

Working Conditions

Overtime may be required (management authorization required).

While performing the duties of this job, the employee is occasionally required to stand, walk, sit and talk or hear.

7. Job Title: Guard Supervisor/Screening Supervisor, Level 1 (Non Exempt)

Department: Operations

Reports: Duty Manager

Summary: Provides leadership and working through subordinates, carries out detailed instructions and procedures primarily oriented to insure that emergencies and security violations are readily discovered, resolved and/or reported to the appropriate authority. Working together with the federal government, provides a safe work environment for our customers and employees while ensuring our company is procedurally compliant, customer friendly and cost effective. Supervises activities at screening location to provide the public with a safe and secure experience by performing the following duties personally and through subordinate supervisors. Additional duties may be assigned.

Primary Activities and Responsibilities

- Responsible for maintaining appropriate certifications as a Guard/Screeener.
- Required to attend mandatory training and meetings as directed.
- Actively control all screening activities and intervene, on a case-by-case basis, to resolve alarms in any of the functions performed by guards/screeners to ensure safety, effective, vigilant, and courteous screening.
- Provide overall supervision for the screening area including control and monitor customers at the screening area. Recording time attendance, maintaining daily log sheets and conducting daily briefings. Ensure collection, retention, and submission of information required for the completion of all required forms.
- Assists in with coordination of safety meetings and daily shift briefings.
- Coordinate and verify equipment is calibrated and maintained (Complete required forms daily.)
- Reviews screening area appearance to ensure clean and safe work areas.
- Reviews facility activity, inventory, and maintenance reports to ascertain current and correct data required for planning operations.
- Responsible for Publication Management.
- Performs administrative activities associated with effective supervision of the screening operation.
- Verify SSI information is disseminated via Performance Assurance / Customer Service Liaison.

Organizational Effectiveness

- Builds client relationships by demonstrating professionalism, self-confidence, and facilitative communication style and timely responses to customer needs.
- Consistently promotes company and its philosophies in a positive manner and adheres to customer service guidelines and procedures as established Employee Handbook and General Operations Guide.
- Maintains positive interpersonal relationships with team members by demonstrating productively, initiative, flexibility, respect, cooperation and commitment to the success of the company.

Workplace Initiatives

- Continual improvement of internal communications regarding training, learning and development.
- Investigate, report, and document any non-routine incidents involving employees, customers, and/or clients including follow-up actions as required.

Employee Relations

- Ensure the consistent application of policies and procedures are applied to all employees consistently.
- Proactively maintain a positive employee relations environment and support our Open Door policy.
- Mentors, counsels subordinate regarding conduct/ results appropriate for job/career growth.
- Resolve problems, conflicts, and control or monitor individuals when appropriate, without using physical restraint and without jeopardizing his or her safety and that of others.

Staffing

- Assist in attracting, hiring, and retaining the highest quality talent through improvement and expansion of existing training programs and processes.
- Assist with identifying employee successes deserving of special recognition and initiate appropriate recognitions.
- Identifies, and assists with counseling and correcting deficient employee work habits or actions.
- Actively supervise screeners, checking their alertness and duty performance, and rotate their duty assignments as necessary.

Benefits

- Ensure employees are aware of Company benefit programs and the resources available.

Training, Learning and Development

- Ensure that each employee has an opportunity for career development and understands his/her growth opportunity.
- Work with management team to identify and develop talent.

Safety and Security

- Promote a safe work environment that is compliant, customer friendly, cost effective - that ensures the flying public a safe and secure travel experience.
- Maintain confidentiality regarding company business as well as Sensitive Security Information and other confidential resources.
- Consistently promotes company and its philosophies in a positive manner and adheres to customer service guidelines and procedures as established Employee Handbook and General Operations Guide.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with

disabilities to perform the essential functions. In accordance with established requirements all applicants will be required to pass tests, interviews, and other evaluations demonstrating that they have the necessary skills and abilities for job performance. These requirements include: Mental and physical abilities, identifying objects by touch, and interpersonal skills. Security Guards/Screeners, Lead Security Guards/Screeners and Supervisory Security Guards/Screeners will be required to demonstrate daily fitness for duty free from impairment from illegal drugs, sleep deprivation, medication, or alcohol.

Skills and Educational Requirements

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before customers or employees of organization. Ability to solve practical problems and deal with a variety of situations. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Must be a U.S. citizen, have a high school diploma and/or GED, one year related security experience preferably as a screener, guard or x-ray technician. A minimum of one year post secondary education and/or one year Supervisory experience.

Working Conditions

Overtime may be required (management authorization required). While performing the duties of this job, the employee is occasionally required to stand, walk, sit and talk or hear.

8. Job Title: Guard Supervisor/Screening Supervisor, Level 2 (Non Exempt)

Department: Operations

Reports: Duty Manager

Summary: Provides leadership and working through subordinates, carries out detailed instructions and procedures primarily oriented to insure that emergencies and security violations are readily discovered, resolved and/or reported to the appropriate authority. Working together with the federal government, provides a safe work environment for our customers and employees while ensuring our company is procedurally compliant, customer friendly and cost effective. Supervises activities at screening location to provide the public with a safe and secure experience by performing the following duties personally and through subordinate supervisors. Additional duties may be assigned

Primary Activities and Responsibilities

- Responsible for maintaining appropriate certifications as a Guard/Screeener.
- Required to attend mandatory training and meetings as directed.
- Actively control all screening activities and intervene, on a case-by-case basis, to resolve alarms in any of the functions performed by guards/screeners to ensure safety, effective, vigilant, and courteous screening.
- Provide overall supervision for the screening area including control and monitor customers at the screening area. Recording time attendance, maintaining daily

- log sheets and conducting daily briefings. Ensure collection, retention, and submission of information required for the completion of all required forms.
- Assists in with coordination of safety meetings and daily shift briefings.
 - Coordinate and verify equipment is calibrated and maintained (Complete required forms daily.)
 - Reviews screening area appearance to ensure clean and safe work areas.
 - Reviews facility activity, inventory, and maintenance reports to ascertain current and correct data required for planning operations.
 - Responsible for Publication Management.
 - Performs administrative activities associated with effective supervision of the screening operation.
 - Verify SSI information is disseminated via Performance Assurance / Customer Service Liaison.

Organizational Effectiveness

- Builds client relationships by demonstrating professionalism, self-confidence, and facilitative communication style and timely responses to customer needs.
- Consistently promotes company and its philosophies in a positive manner and adheres to customer service guidelines and procedures as established Employee Handbook and General Operations Guide.
- Maintains positive interpersonal relationships with team members by demonstrating productively, initiative, flexibility, respect, cooperation and commitment to the success of the company.

Workplace Initiatives

- Continual improvement of internal communications regarding training, learning and development.
- Investigate, report, and document any non-routine incidents involving employees, customers, and/or clients including follow-up actions as required.

Employee Relations

- Ensure the consistent application of policies and procedures are applied to all employees consistently.
- Proactively maintain a positive employee relations environment and support our Open Door policy.
- Mentors, counsels subordinate regarding conduct/ results appropriate for job/career growth.
- Resolve problems, conflicts, and control or monitor individuals when appropriate, without using physical restraint and without jeopardizing his or her safety and that of others.

Staffing

- Assist in attracting, hiring, and retaining the highest quality talent through improvement and expansion of existing training programs and processes.
- Assist with identifying employee successes deserving of special recognition and initiate appropriate recognitions.
- Identifies, and assists with counseling and correcting deficient employee work habits or actions.

- Actively supervise screeners, checking their alertness and duty performance, and rotate their duty assignments as necessary.

Benefits

- Ensure employees are aware of Company benefit programs and the resources available.

Training, Learning and Development

- Ensure that each employee has an opportunity for career development and understands his/her growth opportunity.
- Work with management team to identify and develop talent.

Safety and Security

- Promote a safe work environment that is compliant, customer friendly, cost effective - that ensures the flying public a safe and secure travel experience.
- Maintain confidentiality regarding company business as well as Sensitive Security Information and other confidential resources.
- Consistently promotes company and its philosophies in a positive manner and adheres to customer service guidelines and procedures as established Employee Handbook and General Operations Guide.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. In accordance with established requirements all applicants will be required to pass tests, interviews, and other evaluations demonstrating that they have the necessary skills and abilities for job performance. These requirements include: Mental and physical abilities, identifying objects by touch, and interpersonal skills. Security Guards/Screeners, Lead Security Guards/Screeners and Supervisory Guards/Security Screeners will be required to demonstrate daily fitness for duty free from impairment from illegal drugs, sleep deprivation, medication, or alcohol.

Skills and Educational Requirements

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before customers or employees of organization. Ability to solve practical problems and deal with a variety of situations. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Must be a U.S. citizen, have a high school diploma and/or GED, two years related security experience preferably as a screener, guard or x-ray technician. A minimum of one year post secondary education and/or one year Supervisory experience.

Working Conditions

Overtime may be required (management authorization required).

While performing the duties of this job, the employee is occasionally required to stand, walk, sit and talk or hear.

9. Job Title: Guard Supervisor/Screening Supervisor, Level 3 (Non Exempt)

Department: Operations

Reports: Duty Manager

Summary: Provides leadership and working through subordinates, carries out detailed instructions and procedures primarily oriented to insure that emergencies and security violations are readily discovered, resolved and/or reported to the appropriate authority. Working together with the federal government, provides a safe work environment for our customers and employees while ensuring our company is procedurally compliant, customer friendly and cost effective. Supervises activities at screening location to provide the public with a safe and secure experience by performing the following duties personally and through subordinate supervisors. Additional duties may be assigned.

Primary Activities and Responsibilities

- Responsible for maintaining appropriate certifications as a Guard/Screeener.
- Required to attend mandatory training and meetings as directed.
- Actively control all screening activities and intervene, on a case-by-case basis, to resolve alarms in any of the functions performed by guards/screeners to ensure safety, effective, vigilant, and courteous screening.
- Provide overall supervision for the screening area including control and monitor customers at the screening area. Recording time attendance, maintaining daily log sheets and conducting daily briefings. Ensure collection, retention, and submission of information required for the completion of all required forms.
- Assists in with coordination of safety meetings and daily shift briefings.
- Coordinate and verify equipment is calibrated and maintained (Complete required forms daily.)
- Reviews screening area appearance to ensure clean and safe work areas.
- Reviews facility activity, inventory, and maintenance reports to ascertain current and correct data required for planning operations.
- Responsible for Publication Management.
- Performs administrative activities associated with effective supervision of the screening operation.
- Verify SSI information is disseminated via Performance Assurance / Customer Service Liaison.

Organizational Effectiveness

- Builds client relationships by demonstrating professionalism, self-confidence, and facilitative communication style and timely responses to customer needs.
- Consistently promotes company and its philosophies in a positive manner and adheres to customer service guidelines and procedures as established Employee Handbook and General Operations Guide.
- Maintains positive interpersonal relationships with team members by demonstrating productively, initiative, flexibility, respect, cooperation and commitment to the success of the company.

Workplace Initiatives

- Continual improvement of internal communications regarding training, learning and development.
- Investigate, report, and document any non-routine incidents involving employees, customers, and/or clients including follow-up actions as required.

Employee Relations

- Ensure the consistent application of policies and procedures are applied to all employees consistently.
- Proactively maintain a positive employee relations environment and support our Open Door policy.
- Mentors, counsels subordinate regarding conduct/ results appropriate for job/career growth.
- Resolve problems, conflicts, and control or monitor individuals when appropriate, without using physical restraint and without jeopardizing his or her safety and that of others.

Staffing

- Assist in attracting, hiring, and retaining the highest quality talent through improvement and expansion of existing training programs and processes.
- Assist with identifying employee successes deserving of special recognition and initiate appropriate recognitions.
- Identifies, and assists with counseling and correcting deficient employee work habits or actions.
- Actively supervise screeners, checking their alertness and duty performance, and rotate their duty assignments as necessary.

Benefits

- Ensure employees are aware of Company benefit programs and the resources available.

Training, Learning and Development

- Ensure that each employee has an opportunity for career development and understands his/her growth opportunity.
- Work with management team to identify and develop talent.

Safety and Security

- Promote a safe work environment that is compliant, customer friendly, cost effective - that ensures the flying public a safe and secure travel experience.
- Maintain confidentiality regarding company business as well as Sensitive Security Information and other confidential resources.
- Consistently promotes company and its philosophies in a positive manner and adheres to customer service guidelines and procedures as established Employee Handbook and General Operations Guide.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the knowledge, skill, and/or

ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. In accordance with established requirements all applicants will be required to pass tests, interviews, and other evaluations demonstrating that they have the necessary skills and abilities for job performance. These requirements include: Mental and physical abilities, identifying objects by touch, and interpersonal skills. Security Guards/Screeners, Lead Security Guards/Screeners and Supervisory Security Guards/Screeners will be required to demonstrate daily fitness for duty free from impairment from illegal drugs, sleep deprivation, medication, or alcohol.

Skills and Educational Requirements

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before customers or employees of organization. Ability to solve practical problems and deal with a variety of situations. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Must be a U.S. citizen, have a high school diploma and/or GED, three years related security experience preferably as a screener, guard or x-ray technician. A minimum of one year post secondary education and/or two years Supervisory experience.

Working Conditions

Overtime may be required (management authorization required). While performing the duties of this job, the employee is occasionally required to stand, walk, sit and talk or hear.

10. Job Title: Duty Manager, Level 1 (Exempt)

Department: Operations

Reports: Director of Operations

Summary: Working together with the federal government, provides a safe work environment for our employees while ensuring our company is procedurally compliant, customer friendly and cost effective. Directs, coordinates activities at facility to provide the public with a safe and secure experience by performing the following duties personally and through subordinate supervisors. Additional duties may be assigned.

Primary Activities and Responsibilities

- Coordinates activities of checkpoint screeners to ensure operations meet company and government policies and regulations.
- Handle disciplinary problems through counseling, documentation and follow-up and corrective action.
- Review employee appearance to insure they are neat, professional appearing and in proper uniform with appropriate ID.
- Ensure checkpoints are fully staffed; address attendance and punctuality issues (using e-time and database).
- Conducts or insures safety meetings, daily shift briefings, and performance reviews are accomplished.

- Coordinate and verify equipment is calibrated and maintained.
- Reviews checkpoint appearance to ensure clean and safe work areas.
- Reviews station activity, inventory, and maintenance reports to ascertain current and correct data required for planning operations.
- Performs administrative activities associated with effective management of operations, including compiling, distributing, and posting safety bulletins, benefit materials, company memo's, policies and procedures, and government bulletins.
- Verify SSI information disseminated via Performance Assurance / Customer Service Liaison and that verification roster is completed.

Organizational Effectiveness

- Builds client relationships by demonstrating professionalism, self-confidence, and facilitative communication style and timely responses to customer needs.
- Consistently promotes company and its philosophies in a positive manner and adheres to customer service guidelines and procedures as established Employee Handbook and General Operations Guide.
- Maintains positive interpersonal relationships with team members by demonstrating productively, initiative, flexibility, respect, cooperation and commitment to the success of the company.

Workplace Initiatives

- Continual improvement of internal communications regarding training, learning and development.
- Investigate, report, and document any non-routine incidents involving employees, customers, and/or clients including follow-up actions as required.

Employee Relations

- Ensure the consistent application of policies and procedures are applied to all employees consistently.
- Proactively maintain a positive employee relations environment and support our Open Door policy.
- Mentors, counsels subordinate regarding conduct/ results appropriate for job/career growth.

Staffing

- Assist in attracting, hiring, and retaining the highest quality talent through improvement and expansion of existing training programs and processes.
- Directs preparation of work schedules to obtain optimum utilization of staff, ensures schedules are accurate.
- Ensure facilities are fully staffed address attendance and punctuality issues.
- Identify employee successes deserving of special recognition and initiate appropriate recognitions.
- Provides quality, timely and consistent reviews.
- Identifies, counsels, corrects deficient employee work habits or actions.
- Coordinates prompt and proper paycheck distribution, addresses and follow up on problems concerning payroll.

Benefits

- Ensure employees are aware of Company benefit programs and the resources available.
- Handles benefit inquiries; assists in problem solving of benefit issues and follow up.

Training, Learning and Development

- Ensure that each employee has an opportunity for career development and understands his/her growth opportunity.
- Work with management team to identify and develop talent.
- Ensures bulletins are distributed and signed off on.

Safety and Security

- Promote a safe work environment that is compliant, customer friendly, cost effective - that ensures the flying public a safe and secure travel experience.
- Maintain confidentiality regarding company business as well as Sensitive Security Information and other confidential resources.
- Consistently promotes company and its philosophies in a positive manner and adheres to customer service guidelines and procedures as established Employee Handbook and General Operations Guide.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Skills and Educational Requirements

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before customers or employees of organization. Ability to solve practical problems and deal with a variety of situations. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. 4 years related experience or minimum 2 years post secondary educations.

Working Conditions

Overtime required occasionally.

While performing the duties of this job, the employee is occasionally required to stand, walk, sit and talk or hear.

11. Job Title: Duty Manager, Level 2 (Exempt)

Department: Operations

Reports: Director of Operations

Summary: Working together with the federal government, provides a safe work environment for our employees while ensuring our company is procedurally compliant,

customer friendly and cost effective. Directs, coordinates activities at facility to provide the public with a safe and secure experience by performing the following duties personally and through subordinate supervisors. Additional duties may be assigned.

Primary Activities and Responsibilities

- Coordinates activities of checkpoint screeners to ensure operations meet company and government policies and regulations.
- Handle disciplinary problems through counseling, documentation and follow-up and corrective action.
- Review employee appearance to insure they are neat, professional appearing and in proper uniform with appropriate ID.
- Ensure checkpoints are fully staffed; address attendance and punctuality issues (using e-time and database).
- Conducts or insures safety meetings, daily shift briefings, and performance reviews are accomplished.
- Coordinate and verify equipment is calibrated and maintained.
- Reviews checkpoint appearance to ensure clean and safe work areas.
- Reviews station activity, inventory, and maintenance reports to ascertain current and correct data required for planning operations.
- Performs administrative activities associated with effective management of operations, including compiling, distributing, and posting safety bulletins, benefit materials, company memo's, policies and procedures, and government bulletins.
- Verify SSI information disseminated via Performance Assurance / Customer Service Liaison and that verification roster is completed.

Organizational Effectiveness

- Builds client relationships by demonstrating professionalism, self-confidence, and facilitative communication style and timely responses to customer needs.
- Consistently promotes company and its philosophies in a positive manner and adheres to customer service guidelines and procedures as established Employee Handbook and General Operations Guide.
- Maintains positive interpersonal relationships with team members by demonstrating productively, initiative, flexibility, respect, cooperation and commitment to the success of the company.

Workplace Initiatives

- Continual improvement of internal communications regarding training, learning and development.
- Investigate, report, and document any non-routine incidents involving employees, customers, and/or clients including follow-up actions as required.

Employee Relations

- Ensure the consistent application of policies and procedures are applied to all employees consistently.
- Proactively maintain a positive employee relations environment and support our Open Door policy.
- Mentors, counsels subordinate regarding conduct/ results appropriate for job/career growth.

Staffing

- Assist in attracting, hiring, and retaining the highest quality talent through improvement and expansion of existing training programs and processes.
- Directs preparation of work schedules to obtain optimum utilization of staff, ensures schedules are accurate.
- Ensure facilities are fully staffed address attendance and punctuality issues.
- Identify employee successes deserving of special recognition and initiate appropriate recognitions.
- Provides quality, timely and consistent reviews.
- Identifies, counsels, corrects deficient employee work habits or actions.
- Coordinates prompt and proper paycheck distribution, addresses and follow up on problems concerning payroll.

Benefits

- Ensure employees are aware of Company benefit programs and the resources available.
- Handles benefit inquiries; assists in problem solving of benefit issues and follow up.

Training, Learning and Development

- Ensure that each employee has an opportunity for career development and understands his/her growth opportunity.
- Work with management team to identify and develop talent.
- Ensures bulletins are distributed and signed off on.

Safety and Security

- Promote a safe work environment that is compliant, customer friendly, cost effective - that ensures the flying public a safe and secure travel experience.
- Maintain confidentiality regarding company business as well as Sensitive Security Information and other confidential resources.
- Consistently promotes company and its philosophies in a positive manner and adheres to customer service guidelines and procedures as established Employee Handbook and General Operations Guide.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Skills and Educational Requirements

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before customers or employees of organization. Ability to solve practical problems and deal with a variety of situations. Ability to interpret a variety of instructions furnished in written, oral, diagram, or

schedule form. 6 years related experience or minimum 2 years post secondary educations.

Working Conditions

Overtime required occasionally.

While performing the duties of this job, the employee is occasionally required to stand, walk, sit and talk or hear.

12. Job Title: Administrative Assistant, Level 1 (Non Exempt)

Summary: In addition to secretarial and clerical duties provides administrative support to staff with office management responsibilities to include budgeting, personnel records and payroll. May be required to work independently on projects requiring research and preparation of briefing charts and other presentation materials. Promotes a safe work environment that is procedurally compliant, customer friendly, and is cost effective that will ensure the public with a safe and secure experience. Performs a wide variety of duties, some of the confidential nature required in the effective implementation and administration by performing the following and other duties as assigned.

Primary Activities and Responsibilities

- Develops and maintains positive employee relationship.
- Maintain rosters and compile reports for operations.
- Provides clerical support.
- Maintains files and records.
- Updates personnel records and assists employees with forms and procedures.

Organizational Effectiveness

- Builds client relationships by demonstrating professionalism, self-confidence, and facilitative communication style and timely responses to customer needs.
- Consistently promotes company and its philosophies in a positive manner and adheres to customer service guidelines and procedures as established Employee Handbook and General Operations Guide.
- Maintains positive interpersonal relationships with team members by demonstrating productively, initiative, flexibility, respect, cooperation and commitment to the success of the company

Workplace Initiatives

- Continual improvement of internal communications regarding training, learning and development.

Employee Relations

- Ensure the consistent application of policies and procedures are applied to all employees consistently.
- Proactively maintain a positive employee relations environment and support our Open Door policy.

Staffing

- Assist in attracting, hiring, and retaining the highest quality talent through improvement and expansion of existing staffing systems and processes.
- Assists if necessary with job fairs and applicant database.

Benefits

- Ensure employees are aware of Company benefit programs and the resources available.
- Disperses information, assist and resolves issues concerning employee benefits.

Training, Learning and Development

- Ensure that each employee has an opportunity for career development and understands his/her growth opportunity.
- Work with management team to identify and develop talent.

Safety and Security

- Promote a safe work environment that is compliant, customer friendly, cost effective - that ensures the flying public a safe and secure travel experience.
- Maintain confidentiality regarding company business as well as Sensitive Security Information and other confidential resources.
- Consistently promotes company and its philosophies in a positive manner and adheres to customer service guidelines and procedures as established Employee Handbook and General Operations Guide.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Skills and Educational Requirements

Ability to communicate effectively both verbally and in writing. Thorough knowledge of Word and Excel software. Ability to perform a variety of tasks, often changing assignments on short notice. High School Graduate with a minimum two years of experience in a related field.

Working Conditions

Overtime may be required.

While performing the duties of this job, the employee is occasionally required to stand, walk, sit and talk or hear.

13. Job Title: Administrative Assistant, Level 2 (Non Exempt)

Summary: In addition to secretarial and clerical duties provides administrative support to staff with office management responsibilities to include budgeting, personnel records and payroll. May be required to work independently on projects requiring research and

preparation of briefing charts and other presentation materials. Promotes a safe work environment that is procedurally compliant, customer friendly, and is cost effective that will ensure the public with a safe and secure experience. Performs a wide variety of duties, some of the confidential nature required in the effective implementation and administration by performing the following and other duties as assigned.

Primary Activities and Responsibilities

- Develops and maintains positive employee relationship.
- Maintain rosters and compile reports for operations.
- Provides clerical support.
- Maintains files and records.
- Updates personnel records and assists employees with forms and procedures.

Organizational Effectiveness

- Builds client relationships by demonstrating professionalism, self-confidence, and facilitative communication style and timely responses to customer needs.
- Consistently promotes company and its philosophies in a positive manner and adheres to customer service guidelines and procedures as established Employee Handbook and General Operations Guide.
- Maintains positive interpersonal relationships with team members by demonstrating productively, initiative, flexibility, respect, cooperation and commitment to the success of the company

Workplace Initiatives

- Continual improvement of internal communications regarding training, learning and development.

Employee Relations

- Ensure the consistent application of policies and procedures are applied to all employees consistently.
- Proactively maintain a positive employee relations environment and support our Open Door policy.

Staffing

- Assist in attracting, hiring, and retaining the highest quality talent through improvement and expansion of existing staffing systems and processes.
- Assists if necessary with job fairs and applicant database.

Benefits

- Ensure employees are aware of Company benefit programs and the resources available.
- Disperses information, assist and resolves issues concerning employee benefits.

Training, Learning and Development

- Ensure that each employee has an opportunity for career development and understands

- his/her growth opportunity.
- Work with management team to identify and develop talent.

Safety and Security

- Promote a safe work environment that is compliant, customer friendly, cost effective - that ensures the flying public a safe and secure travel experience.
- Maintain confidentiality regarding company business as well as Sensitive Security Information and other confidential resources.
- Consistently promotes company and its philosophies in a positive manner and adheres to customer service guidelines and procedures as established Employee Handbook and General Operations Guide.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Skills and Educational Requirements

Ability to communicate effectively both verbally and in writing. Thorough knowledge of Word and Excel software. Ability to perform a variety of tasks, often changing assignments on short notice. High School Graduate with a minimum four years of experience in a related field.

Working Conditions

Overtime may be required.

While performing the duties of this job, the employee is occasionally required to stand, walk, sit and talk or hear.

14. Job Title: Program Manager, Level 1

Organizational Relationship:

- Reports directly to the Vice President of Operations
- Positions accountable to the Program Manager, location based
 - Direct Reports: Duty Manager(s)
 - Supervisor(s)
 - Administrative assistant(s)
- Advise, consult, and coordinate with:
 - Senior Executive Management
 - Local Management and Supervisors
 - Corporate Support Center

Primary Activities and Responsibilities

- Responsible for a staff of personnel at one or more security locations in their assigned region including lower level managers, supervisors/leads, guards/screeners and administrative support.

- Monitors all aspects of screening operations and administrative functions throughout the day to include keeping staffing at proper levels to meet screening operational needs, including overseeing and managing recruitment, assessment, training, employee, and stakeholder relations.
- Manages day-to-day operational aspects of a project and scope to include costs/budget management. Monitoring all details of contract deliverables such as costs/budgets, staffing rosters, consumables, supplies, equipment, etc.
- Having a firm knowledge of the contract, screening operational requirements, internal processes (policies/procedures) is required.
- Prepares for formal and informal meetings and/or other engagement reviews and ensure compliance to quality assurance procedures.
- Ensures project documents, data reports and system entries are accurate, complete, current, and maintained/stored appropriately to the regulations/requirements.
- Excellent communication skills are a must to include but not limited to written reports daily to the VP of Operations, customers and stakeholders as required on all activity. All unusual activity must be noted in the Operations daily activity report log. Must maintain communication with all levels of management regarding operation and personal issues.
- Set priorities, assign tasks, creates and executes contract project work plans and revises as appropriate to meet changing needs and requirements as contract requires with the oversight from Corporate.
- Ensures all guards/screeners receive required training and maintain their certifications.
- Complete knowledge of all company policies and procedures is required to ensure mandatory adherence to.
- Minimizes exposure and risk on overall project by addressing issues through preventative or corrective action.
- Ensuring the cleanliness and orderliness of the entire work locations and offices.
- All problems, complaints, and other issues must be communicated to Corporate Headquarters.
- Responsibility for all customer service.

Workplace Initiatives

- Continual improvement of internal communications regarding training, learning and development.
- Investigate, report, and document any non-routine incidents involving employees, customers, and/or clients including follow-up actions as required.

Employee Relations

- Ensure that policies and procedures are applied to all employees consistently.
- Proactively maintain a positive employee relations environment and support our Open Door policy.
- Provides information relative to resolving problems.

Staffing

- Assist with identifying employee successes deserving of special recognition and initiate appropriate recognitions.

Training, Learning and Development

- Work with management team to identify and develop talent ensuring that each employee has an opportunity for career development and understands his/her growth opportunity.

Safety and Security

- Promote a safe work environment that is compliant, customer friendly, cost effective - that ensures the public a safe and secure experience.
- Maintain confidentiality regarding company business as well as Sensitive Security Information and other confidential resources.
- Consistently promotes the company and its philosophies in a positive manner and adhere to customer service guidelines and procedures as established in Employee Handbook and General Operations Guide.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Skills and Educational Requirements

Ability to communicate effectively both verbally and in writing. Thorough knowledge of Word and Excel software. Ability to perform a variety of tasks, often changing assignments on short notice. Bachelor's Degree a minimum 6 years of experience in a related field, 3 of which must be supervisory.

Working Conditions

Overtime may be required.

While performing the duties of this job, the employee is occasionally required to stand, walk, sit and talk or hear.

15. Job Title: Program Manager, Level 2

Organizational Relationship:

- Reports directly to the Vice President of Operations
- Positions accountable to the Program Manager, location based
 - Direct Reports: Duty Manager(s)
 - Supervisor(s)
 - Administrative assistant(s)
- Advise, consult, and coordinate with:
 - Senior Executive Management
 - Local Management and Supervisors
 - Corporate Support Center

Primary Activities and Responsibilities

- Responsible for a staff of personnel at one or more security locations in their assigned region including lower level managers, supervisors/leads, guards/screeners and administrative support.
- Monitors all aspects of screening operations and administrative functions throughout the day to include keeping staffing at proper levels to meet screening operational needs, including overseeing and managing recruitment, assessment, training, employee, and stakeholder relations.
- Manages day-to-day operational aspects of a project and scope to include costs/budget management. Monitoring all details of contract deliverables such as costs/budgets, staffing rosters, consumables, supplies, equipment, etc.
- Having a firm knowledge of the contract, screening operational requirements, internal processes (policies/procedures) is required.
- Prepares for formal and informal meetings and/or other engagement reviews and ensure compliance to quality assurance procedures.
- Ensures project documents, data reports and system entries are accurate, complete, current, and maintained/stored appropriately to the regulations/requirements.
- Excellent communication skills are a must to include but not limited to written reports daily to the VP of Operations, customers and stakeholders as required on all activity. All unusual activity must be noted in the Operations daily activity report log. Must maintain communication with all levels of management regarding operation and personal issues.
- Set priorities, assign tasks, creates and executes contract project work plans and revises as appropriate to meet changing needs and requirements as contract requires with the oversight from Corporate.
- Ensures all screeners receive required training and maintain their certifications.
- Complete knowledge of all company policies and procedures is required to ensure mandatory adherence to.
- Minimizes exposure and risk on overall project by addressing issues through preventative or corrective action.
- Ensuring the cleanliness and orderliness of the entire work locations and offices.
- All problems, complaints, and other issues must be communicated to Corporate Headquarters.
- Responsibility for all customer service.

Workplace Initiatives

- Continual improvement of internal communications regarding training, learning and development.
- Investigate, report, and document any non-routine incidents involving employees, customers, and/or clients including follow-up actions as required.

Employee Relations

- Ensure that policies and procedures are applied to all employees consistently.
- Proactively maintain a positive employee relations environment and support our Open Door policy.
- Provides information relative to resolving problems.

Staffing

- Assist with identifying employee successes deserving of special recognition and initiate appropriate recognitions.

Training, Learning and Development

- Work with management team to identify and develop talent ensuring that each employee has an opportunity for career development and understands his/her growth opportunity.

Safety and Security

- Promote a safe work environment that is compliant, customer friendly, cost effective - that ensures the public a safe and secure experience.
- Maintain confidentiality regarding company business as well as Sensitive Security Information and other confidential resources.
- Consistently promotes the company and its philosophies in a positive manner and adhere to customer service guidelines and procedures as established in Employee Handbook and General Operations Guide.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Skills and Educational Requirements

Ability to communicate effectively both verbally and in writing. Thorough knowledge of Word and Excel software. Ability to perform a variety of tasks, often changing assignments on short notice. Bachelor's Degree a minimum 8 years of experience in a related field, 4 of which must be supervisory.

Working Conditions

Overtime may be required.

While performing the duties of this job, the employee is occasionally required to stand, walk, sit and talk or hear.

16. Job Title: Operations Center Operator, Level 1 (Non Exempt)

Department: Operations

Reports: Duty Managers

Summary: Working together with the federal contractor, provides a safe work environment for our employees while ensuring our company is procedurally compliant, customer friendly and cost effective. Responsible for daily activities of tracking staffing at facilities screening locations to provide the public with a safe and secure experience by performing the following duties. Additional duties may be assigned.

Primary Activities and Responsibilities

- Produce staffing reports for Duty Managers and management to track actual staffing versus schedule, notating absenteeism, punctuality, and any other employee conduct or performance issues (using e-time and the database.)
- Provide updated reports for Operations, Performance Assurance, Vice President and President.
- Review Muster and Movement Reports to verify accuracy and advise Program Manager and Duty Managers and specific guard/screening supervisors to any discrepancies.
- Ensure timely corrective action measures are taken.
- Update schedules and communication board accurately according to communications with the screening areas throughout each shift.
- Track all call-in's, staffing requirements, customer volume and log.
- Update Attendance Tracking Records daily for guard/screening staff.
- Generate initial corrective action notices and supporting documentation for individuals with attendance/punctuality issues.

Organizational Effectiveness

- Builds client relationships by demonstrating professionalism, self-confidence, and facilitative communication style and timely responses to operation.
- Consistently promotes company and its philosophies in a positive manner and adheres to customer service guidelines and procedures as established Employee Handbook and General Operations Guide.
- Maintains positive interpersonal relationships with team members by demonstrating productively, initiative, flexibility, respect, cooperation and commitment to the success of the company.

Workplace Initiatives

- Continual improvement of internal communications regarding training, learning and development.
- Investigate, report, and document any non-routine incidents involving employees, customers, and/or clients including follow-up actions as required.

Employee Relations

- Ensure that policies and procedures are applied to all employees consistently.
- Proactively maintain a positive employee relations environment and support our Open Door policy.
- Provides information relative to resolving problems.

Staffing

- Assist with identifying employee successes deserving of special recognition and initiate appropriate recognitions.

Training, Learning and Development

- Work with management team to identify and develop talent ensuring that each employee has an opportunity for career development and understands his/her growth opportunity.

Safety and Security

- Promote a safe work environment that is compliant, customer friendly, cost effective - that ensures the public a safe and secure experience.
- Maintain confidentiality regarding company business as well as Sensitive Security Information and other confidential resources.
- Consistently promotes the company and its philosophies in a positive manner and adhere to customer service guidelines and procedures as established in Employee Handbook and General Operations Guide.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Skills and Educational Requirements

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Computer proficient in Excel, Word, Access and Outlook. Ability to speak effectively before customers or employees of organization. Must have excellent interpersonal skills and be able to work under pressure to meet deadlines, solve practical problems and deal with a variety of situations. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Must be a U.S. citizen with a minimum 1 year post secondary education, or 1 years work experience in a related field.

Working Conditions

Overtime may be required (management authorization required).

While performing the duties of this job, the employee is occasionally required to stand, walk, sit and talk or hear.

17. Job Title: Operations Center Operator, Level 2 (Non Exempt)

Department: Operations

Reports: Duty Managers

Summary: Working together with the federal contractor, provides a safe work environment for our employees while ensuring our company is procedurally compliant, customer friendly and cost effective. Responsible for daily activities of tracking staffing at facilities screening locations to provide the public with a safe and secure experience by performing the following duties. Additional duties may be assigned.

Primary Activities and Responsibilities

- Produce staffing reports for Duty Managers and management to track actual staffing versus schedule, notating absenteeism, punctuality, and any other employee conduct or performance issues (using e-time and the database.)

- Provide updated reports for Operations, Performance Assurance, Vice President and President.
- Review Muster and Movement Reports to verify accuracy and advise Program Manager and Duty Managers and specific guard/screening supervisors to any discrepancies.
- Ensure timely corrective action measures are taken.
- Update schedules and communication board accurately according to communications with the screening areas throughout each shift.
- Track all call-ins, staffing requirements, customer volume and log.
- Update Attendance Tracking Records daily for guard/screening staff.
- Generate initial corrective action notices and supporting documentation for individuals with attendance/punctuality issues.

Organizational Effectiveness

- Builds client relationships by demonstrating professionalism, self-confidence, and facilitative communication style and timely responses to operation.
- Consistently promotes company and its philosophies in a positive manner and adheres to customer service guidelines and procedures as established Employee Handbook and General Operations Guide.
- Maintains positive interpersonal relationships with team members by demonstrating productively, initiative, flexibility, respect, cooperation and commitment to the success of the company.

Workplace Initiatives

- Continual improvement of internal communications regarding training, learning and development.
- Investigate, report, and document any non-routine incidents involving employees, customers, and/or clients including follow-up actions as required.

Employee Relations

- Ensure that policies and procedures are applied to all employees consistently.
- Proactively maintain a positive employee relations environment and support our Open Door policy.
- Provides information relative to resolving problems.

Staffing

- Assist with identifying employee successes deserving of special recognition and initiate appropriate recognitions.

Training, Learning and Development

- Work with management team to identify and develop talent ensuring that each employee has an opportunity for career development and understands his/her growth opportunity.

Safety and Security

- Promote a safe work environment that is compliant, customer friendly, cost effective - that ensures the public a safe and secure experience.

- Maintain confidentially regarding company business as well as Sensitive Security Information and other confidential resources.
- Consistently promotes the company and its philosophies in a positive manner and adhere to customer service guidelines and procedures as established in Employee Handbook and General Operations Guide.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Skills and Educational Requirements

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Computer proficient in Excel, Word, Access and Outlook. Ability to speak effectively before customers or employees of organization. Must have excellent interpersonal skills and be able to work under pressure to meet deadlines, solve practical problems and deal with a variety of situations. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Must be a U.S. citizen with a minimum 1 year post secondary education, or 2 years work experience in a related field.

Working Conditions

Overtime may be required (management authorization required).
While performing the duties of this job, the employee is occasionally required to stand, walk, sit and talk or hear.

18. Personnel Security Assistant 1

Under general supervision, will perform various clerical tasks by assisting with the different clerical aspects of Personal Security Investigations for the federal government and/or contractors. Protects all information and data according to regulations. Other duties as assigned.

Experience and Qualifications: U.S. Citizen. Requires no less than one (1) year of related experience adjudicating suitability and/ security background investigation cases for the federal government; or no less than two (2) years of experience in a related personal security field. Must meet eligibility requirements for access to classified information; or have or be able to obtain an active security clearance for the appropriate level as required by the applicable Department/Agency.

Skills and Educational Requirements: High School Diploma/GED or greater

19. Personnel Security Assistant 2

Under limited supervision, will perform various tasks by assisting with various aspects of adjudication of background investigations for candidates or employees of the federal government and/or contractor personnel. Assists with preparation of applications used to determine suitability for national security to include but are not limited to: National Agency Check (NAC), Minimum Background Investigation (MBI), Limited Background Investigation (LBI), and Single Scope Background Investigation (SSBI). Ensures applications completeness and accuracy by conducting quality assurance reviews of background investigation and/or security applications. Protects all information and data according to regulations. Other duties as assigned.

Experience and Qualifications: U.S. Citizen. Requires one (1) to two (2) years of related experience adjudicating cases for the federal government; experience in a related personal security field. Must meet eligibility requirements for access to classified information; or have active or able to obtain security clearance to the appropriate level as required by the Department/Agency.

Skills and Educational Requirement: Bachelor degree and at least one (1) to two (2) years of related experience, or a combination of education and experience.

20. Investigator 1

Under limited supervision, will perform various tasks by assisting with numerous aspects of background investigations adjudication for federal government and/or contractor personnel. Conduct extensive and detailed background investigations of varying complexity to include but not limited to gathering information through field interviews, physically retrieving criminal records from Federal, county, and local courthouses in various locations where the case/subject has resided, submitting requests for law enforcement records when public records access is not permitted. Reviews and executes actions necessary to complete background investigations. Conducts quality assurance reviews to ensure accuracy. Protects information and data according to regulations. Other duties as assigned.

Experience and Qualifications: U.S. Citizen, Requires no less than two (2) years of related experience adjudicating background investigations and suitability for national security cases for the federal government. Must meet eligibility requirements for access to classified information; or have an active or be able to obtain a security clearance to the appropriate level as required by the Department/Agency.

Skills and Educational Requirement: Bachelor degree and at least two (2) years of prior experience adjudicating background investigations, or a combination of education and experience.

21. Adjudicator 1/Case Analyst 1

Under limited to no supervision provides security support services that include conducting personnel security background investigations on individuals requesting security clearance in the areas of public trust and national security. Conducts limited investigations for suitability and security clearance in compliance with appropriate sections of Directives, Policies and Procedures of the United States Codes (U.S.C.),

Executive Orders, and/or the requesting Department or Agency. Provides or supports investigative and case control management requirements in order to complete Personnel Security Investigations for the federal government and/or contractors to include but not limited to: National Agency Check (NAC), Minimum Background Investigation (MBI), Limited Background Investigation (LBI), and Single Scope Background Investigation (SSBI). Duties may include: review and preparation of case related reports and investigations that may include but are not limited to evaluation sheets on the results of the Investigation (ROI), Notices of Proposed Action (NOPAs), Letters of Interrogatory (LOIs), recommendations relative to suitability, and correspondence on deficient investigations. Conducts quality assurance reviews to ensure accuracy and completeness of investigations. Protects information and data according to regulations. Other duties as assigned.

Experience and Qualifications: U.S. Citizen. Requires no less than two (2) years of experience adjudicating background investigations and suitability for national security cases which may include, but not limited to,: NACI, ANACI, MBI, LBI, and SSBI. Must meet eligibility requirements for access to classified information; or have an active or be able to obtain a security clearance to the appropriate level as required by the Department/Agency.

Skills and Educational Requirements: Bachelor degree and at least two (2) years of prior adjudication or case review experience, or a combination of education and experience. Must have successfully completed and received a certificate in the Basic Suitability Adjudication Course and the Advanced Suitability Adjudication Course from an accredited institution recognized by the Federal Government. Knowledge and implementation of regulations and professional standards for adjudicating background investigation and determining suitability for national security.

22. Adjudicator 2/Case Analyst 2

Using a broad range of knowledge provides security support services, performing security personnel background investigations in order to determine the suitability of individuals requesting a security clearance in areas of public trust and national security. Conducts investigations in compliance with appropriate sections of the United States Codes (U.S.C.), Executive Orders, as well as the requesting Department/Agency Directives, Policies and Procedures. Provides or supports investigative services and case control management requirements in order to complete Personnel Security Investigations for the federal government and/or contractors to include but not limited to: National Agency Check (NAC), Minimum Background Investigation (MBI), Limited Background Investigation (LBI), and Single Scope Background Investigation (SSBI). Duties include: preparation of case related reports and investigations that may include but not limited to evaluation sheets on the results of the Investigation (ROI), Notices of Proposed Action (NOPAs), Letters of Interrogatory (LOIs), recommendations relative to suitability, and correspondence on deficient investigations. May assist other investigative personnel and/or review investigative reports produced. Conducts quality assurance reviews of background investigation to ensure accuracy and completeness. Protects information and data according to regulations. Other duties as assigned.

Experience and Qualifications: U.S. Citizen. Requires no less than three (3) years of experience in adjudicating suitability for national security and conducting security background investigations (BIs) to include, but are not limited to: NACI, ANACI, MBI, LBI, and SSBI. Must meet eligibility requirements for access to classified information. Must have or be able to obtain active security clearance to the appropriate level as required by the Department/Agency.

Skills and Educational Requirements: Bachelor degree or at least three (3) years of prior adjudication or case review experience, or a combination of education and experience. Must have successfully completed and received a certificate in the Basic Suitability Adjudication Course and the Advanced Suitability Adjudication Course from an accredited institution recognized by the Federal Government. Knowledge and implementation of regulations and professional standards for adjudication and background investigations.

23. Adjudicator 3/Case Analyst 3

With a broad range of knowledge in providing security support services, performs security personnel background investigations and determines the suitability for individuals requesting a security clearance in areas of public trust, national security. Responsible for participating in the process to determine whether to grant or deny security clearance of employees, applicants or contractors. Conducts investigations for suitability and security clearance in compliance with appropriate sections of the United States Codes (U.S.C.), Executive Orders, as well as the requesting Department/Agency Directives, Policies and Procedures. Provides analytical duties associated with initiating, evaluating and coordinating investigative services for the federal government and/or contractors in order to complete Personnel Security Investigations to include but are not limited to: National Agency Check (NAC), Minimum Background Investigation (MBI), Limited Background Investigation (LBI), and Single Scope Background Investigation (SSBI). Duties may include: review and evaluate security applications for completeness and continuity. Prepare case related reports and investigations to include but are not limited to: evaluation sheets on the results of the Investigation (ROI), Notices of Proposed Action (NOPAs), Letters of Interrogatory (LOIs), recommendations relative to suitability, and correspondence on deficient investigations. May assist other investigative personnel and/or review investigative reports produced. May be responsible for the daily on-site supervision of a small work group (Contractor Personnel). Participate in research and analysis of operational issues. Conducts quality assurance reviews of background investigation to ensure accuracy and completeness. Protects information and data according to regulations. Other duties as assigned.

Experience and Qualifications: U.S. Citizen. Requires no less than four (4) years of experience in adjudicating suitability for national security and/or security background investigations (BIs) which include, but are not limited to the following: NACI, ANACI, MBI, LBI, and SSBI. Must meet eligibility requirements for access to classified information; or have or be able to obtain active security clearance to the appropriate level as required by the Department/Agency.

Skills and Educational Requirements: Bachelor degree and at least four (4) years of prior adjudication or case review experience, or a combination of education and experience. Must have successfully completed and received a certificate in the Basic Suitability Adjudication Course and the Advanced Suitability Adjudication Course from an accredited institution recognized by the Federal Government. Knowledge and implementation of regulations and professional standards for adjudication and background investigations.