



# Deputy Program Manager Job Profile

Position Title: Deputy Program Manager – Airport Security

Location: Kansas City, MO

Department Name: Homeland Security Division, Operations

Supervisor's Title: MCI Program Manager.




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## **PRIMARY PURPOSE AND FUNCTIONS**

The Deputy Program Manager (DPM) is responsible for assisting the assigned program manager in the management and administration of the contract security screening services at Kansas City International Airport (MCI) at 601 Brasilia Avenue, Kansas City, MO 64163, a Screening Partnership Program (SPP) airport under the U.S. Department of Homeland Security (DHS), Transportation Security Administration (TSA). Administration must comply with the Department of Homeland Security (DHS), Transportation Security Administration (TSA) standard operating procedures (SOPs) and Operational Directives (ODs) as well as contractual requirements and Akal policies, procedures and directives. The DPM reports directly to the Program Manager. The DPM shall assist management in the operations, of a team, of highly trained personnel from multiple sub-contractor companies as well as Akal Security staffing passenger, baggage and aviation direct access checkpoints as identified by the Federal Security Director (FSD).

## **ESSENTIAL FUNCTIONS AND RESPONSIBILITIES**

The DPM shall be responsible for, as directed by the Program Manager:

-  Reviewing, understanding, implementing, monitoring, revising and updating security screening operations to ensure compliance with TSA regulations, SOPs, ODs and contract requirements.
-  Managing a multi-company workforce through effective recruiting, hiring, training, scheduling, on-boarding, performance management, terminations management, retention analysis, and leadership.
-  Reviewing, monitoring, revising and managing financial status through payroll oversight; accurate, timely invoice management; budget adherence; efficient workforce utilization; contract requirement pricing management; predictive budgeting and financial trends analysis.



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- ✦ Developing, designing, implementing, monitoring and revising, through subordinate supervisors and sub-contractors, security screening process efficiencies while maintaining or enhancing service quality and Contract compliance.
- ✦ Timely, accurate, effective reporting between and among security screening stakeholders to include, but not limited to, the TSA and the passenger public in accordance with the Contract requirements.
- ✦ Designing, monitoring, reviewing, updating and communicating plans and programs to ensure TSA requirement compliance, risk mitigation and continuity of TSA support operations in accordance with the Contract.
- ✦ Developing, managing and ensuring effective employee relations through clear direction, responsive supervision, inspirational leadership, consistent fairness and frequent, relevant communications. The DPM is responsible for assisting in ensuring effective employee supervision through performance management of subordinate supervisory and managerial personnel.
- ✦ 24 hour availability for coordinating and facilitating airport security contingency and incident response as well as prevention, mitigation and recovery with TSA as well as local, state and federal authorities.
- ✦ Managing, monitoring and updating a comprehensive quality control program that incorporates quality assurance, aligned with the TSA Quality Assurance Surveillance Program (QASP) and Akal Security best business practices for issue predictability, mitigation, response and strategic recovery.
- ✦ Designing, managing, monitoring and revising inspection, testing, maintenance and accountability processes of security equipment and material to include but not limited to Government Furnished Equipment (GFE) and Akal Security equipment.
- ✦ Developing, enhancing and adapting high quality, effective customer relations through frequent, relevant communications; accurate, timely deliverable submission; problem-solving; meeting facilitation; and other methods prescribed in the Contract or desirable to the customer. As appropriate, the DPM contributes to security related planning and contingency adjustments as best supportive to DHS/TSA.
- ✦ Developing, enhancing and maintaining high quality, effective inter-sub-contractor relations through equity in frequent communications, problem-solving, mission performance planning, workload allocation clarity and accurate reporting with adherence to each respective Service Agreement and addenda.
- ✦ Ensuring a safe and healthy work environment by ensuring effective development, implementation, monitoring, and updating of Occupational Safety and Health (OSH) plans, policies, procedures and best practices as well as regulatory and Contractual compliance.



## **EDUCATION, KNOWLEDGE, AND SKILLS**

The DPM must possess following minimum qualifications and skills:

- ✦ Must be able to obtain DHS/TSA's EOD (Entry on Duty) and Suitability, and possess a high level security clearance.
- ✦ Bachelor's degree from an accredited college or university with major course work in business administration, aviation management, homeland security, criminal justice or closely related field, and;
- ✦ A U.S. Citizen, and;
- ✦ Minimum five (5) years of experience in airport operations or administration at a hub airport serving scheduled air carriers, and;
- ✦ Minimum three (3) years of experience directing, through subordinate employees, the safe and efficient operations of an airfield, landside or terminal operations program for a medium to large hub international airport system, and;
- ✦ Clear, effective communications skills in English in written and verbal form, and;
- ✦ Knowledge and proficiency of common Information Technology (IT) and computer programs to include, but not limited to MSWord, MS Excel, MS PowerPoint, MS Outlook, MS Project, Fast File Transfer (FFT) systems, and Cloud Based IT systems.

In addition to the above listed minimum qualifications and skills, preferential consideration may be given for:

- ✦ Master's degree or higher from an accredited college or university with major course work in business administration, aviation management, homeland security, criminal justice or closely related field, or;
- ✦ Minimum of five (5) years of experience directing, through subordinate employees, airport police operations with arrest and detention authority, or;
- ✦ Minimum of five (5) years of experience supervising, TSA screener operations as a government employee with the DHS/TSA, or;
- ✦ Experience with employee labor relations and labor bargaining unit coordination, or;
- ✦ Completion of Airport Security Coordinator subject matter training under Title 49 CFR Part 1542.3, or;
- ✦ Certified Professional Contract Manager (CPCM) from the National Contract Management Association (NCMA), or;
- ✦ Certified Protection Professional (CPP) from ASIS International.



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### **COMPANY POLICY/PROCEDURE COMPLIANCE**

Akal Security extends equal employment opportunities to all persons meeting position qualifications in accordance with applicable federal, state, territorial and local law. Additionally, Akal Security provides reasonable accommodations for qualified persons with disabilities. The Government customer makes the final qualifications determination for this position. Akal is a VEVRAA Federal Contractor.