

TRANSPORTATION SECURITY OFFICERS (TSO) and EXPERT TRANSPORTATION SECURITY OFFICERS (ETSO)

ESSENTIAL JOB FUNCTIONS

1. Lift and carry passenger checkpoint baggage weighing up to 50 pounds without assistance, or more than 50 pounds with assistance, to and from x-ray belt to Explosive Trace Detection (ETD) search table.
2. Lift and carry checked baggage weighing up to 50 pounds without assistance, or more than 50 pounds with assistance, to or from the floor, Explosive Detection System (EDS) conveyor belt, rollers, and/or search table.
3. Lift and carry oversized checked baggage (e.g., ski bags, golf bags, boxes, suitcases) weighing up to 50 pounds without assistance or more than 50 pounds with assistance, to and from the floor, EDS conveyor belt, rollers, or search table.
4. Lift and carry checked baggage weighing up to 50 pounds without assistance, or more than 50 pounds with assistance, from the search table or floor and reintroduce into conveyor system or to airline.
5. Use hands to search passenger carry-on or checked baggage to detect prohibited items identified by x-ray, ETD, or EDS.
6. Push/pull checked baggage and bins across tables to move baggage to another area (e.g., search table to re-entry conveyor belt).
7. Push/pull baggage across rollers to move baggage to another area (e.g., end of x-ray unit, search table, EDS).
8. Squat, bend, and stoop to conduct pat-downs.
9. Reach overhead to conduct pat-downs.
10. Stand continuously for up to 4 hours without a break during the passenger checkpoint screening process.
11. Stand continuously for up to 4 hours without a break to search and clear checked baggage.
12. Stand continuously for up to 4 hours without a break to deliver classroom training or conduct certification testing.
13. Walk for up to 3 miles during a shift.



14. In passenger checkpoint, walk back and forth between the x-ray, secondary search area, WTMD, and divestiture area to process passengers or carry-on baggage.
15. Assist passengers with disabilities in walking through the WTMD or AIT to secondary screening area by providing a hand, arm, or shoulder for support.
16. In checked baggage, walk from one area to another to process and search baggage (e.g., conveyor to EDS, search table, outgoing conveyor).
17. Climb stairs.
18. Climb ladders to work around a bag inline system.
19. After a breach, walk to gate or other areas to conduct full screen/bag search or when searching for individuals
20. Sit continuously for up to 4 hours without a break.
21. Sit to operate passenger and/or checked baggage screening equipment (e.g. x-ray, EDS/OSARP).
22. Operate x-ray controls (e.g., push buttons, toggle switches, console).
23. Operate controls on EDS (e.g., console, mouse, touch screen) to manipulate and clear images using OSARP.
24. Operate the AIT controls to manipulate and clear images.
25. Operate controls on ETD to determine if a sample contains an explosive substance.
26. Feel and manipulate small objects with both hands
27. Open/close zippers, snaps, and buckles on baggage, backpacks, or briefcases.
28. Unpack/repack passenger belongings from suitcases, backpacks, and duffle bags to detect items identified through x-ray or EDS.
29. Place "TSA Notification of Baggage Inspection" tag/pamphlet into searched and cleared baggage to indicate that the baggage has been opened and inspected.
30. Conduct liquid container screening.
31. Record initials/badge number or stamp information on travel documents at TDC.
32. Secure all reports, logs, and other materials in accordance with the guidance for the protection of sensitive security information (SSI) and place them in the safe/ lock box/lock cabinet.
33. Read travel documents (e.g., airline tickets, boarding passes) to verify the travel date and time for current day and selectee status.
34. Review an individual's ID and other paperwork (e.g., birth certificate, marriage license) to verify personal information (e.g., name, date of birth) and to check for fraudulent documents.
35. Read Standard Operating Procedures (SOP) documents (e.g., checkpoint screening, baggage screening, travel document check, playbook, specialized screening, etc.)

36. Control/direct the flow of passengers through the screening area, WTMD, or AIT.
37. Resolve and clear WTMD alarms.
38. Determine whether a passenger can re-enter the WTMD after an alarm.
39. Resolve and clear EDS alarms using on-screen alarm resolution protocol (OSARP).
40. Maintain physical control of baggage that contains a weapon, explosive, or incendiary or sets off an ETD or EDS alarm until supervisor or LEO arrives.
41. Determine whether firearm in checked baggage, detected by the EDS or an open search, was properly packaged.
42. Evaluate information provided by passenger and determine course of action (e.g., search, call supervisor).
43. Determine whether passenger items are on the "Prohibited Items" list using detection equipment and/or physical inspection.
44. Respond to security breaches by declaring a breach (e.g., activate electronic alarm) to stop screening procedures.
45. Monitor new hires to track progress during on-the-job training and to ensure they follow proper procedures.
46. Use radio, cell phone, or telephone to communicate with other TSA personnel.
47. Communicate description of an individual based on suspicious behaviors or appearance.
48. Communicate to passenger the options for handling a prohibited item (e.g., dispose of item, return item to car).
49. Make statement to passengers regarding ownership of baggage (e.g., "Whose bag is this?") and listen for affirmation from passenger.
50. Explain the baggage search procedures to passengers.
51. Answer passenger questions.
52. Direct passengers to place baggage on x-ray conveyor belt and/or place selected items in trays/bins.
53. Direct passengers to secondary search area for additional personal screening, baggage check, referral, or playbook.
54. Explain pat down procedure to passengers and provide the option of private screening.
55. Communicate with passengers with disabilities to determine the best way to conduct a search of the passenger.
56. Discuss status of passenger property (e.g., prohibited item, contents of baggage, purse, briefcase) with TSA personnel and agree on an outcome.
57. Ask passengers questions concerning baggage contents (e.g., sharp objects), baggage locks, and/or flight departure times and listen to responses.

58. Request assistance from an available TSO to view x-ray image, conduct pat down, or conduct a modified/targeted pat down.
59. Notify supervisor or Transportation Security Specialist-Explosives (TSS-E) if explosives or possible IED components are discovered.
60. Use ear piece (whisper radio) to hear radio communication from other TSA personnel.
61. Distinguish between audible WTMD alarms that signal presence of metal item(s) or a USP/quote.
62. Detect audible alarm on the ETD that signals explosive trace materials have been identified on the baggage/item.
63. Hear x-ray operator request a baggage check and respond by removing the bag from conveyor belt.
64. Overhear and monitor conversations among people in the airport to determine possible suspicious activity.
65. Detect alarm on liquid container screening device that signals the presence of prohibited liquids.
66. Monitor radio communications to verify that correct radio verbiage is being used.
67. Hear audible door alarm signaling a breach.
68. Localize alarm sounds.
69. Perform pat-downs of passengers.
70. Inspect passenger garments and other items removed from carry-on OR checked baggage.
71. Recognize prohibited and/or illegal items in carry-on OR checked baggage (e.g., guns, knives, scissors, tools) using detection equipment and/or physical inspection.
72. Physically inspect objects too large to go into the x-ray or EDS machine (e.g., strollers, wheelchairs, scooters, car seats, food products, 4-wheel carts, 2-wheel carts, stacks of newspapers).
73. Monitor x-rays of baggage and distinguish colors (e.g., blue, green, yellow, orange, black, white).
74. Inspect checkpoint, checked baggage, and gate areas for suspicious items.
75. Verify that name on airline ticket or boarding pass matches name on photo identification.
76. Compare photograph on identification document to passenger facial features.
77. Observe and report description (e.g., hair color, height, clothes and color, facial features) of individuals who display suspicious behavior.
78. Monitor exit lane to prevent passenger breach of sterile area.
79. While monitoring one lane at a passenger checkpoint, visually monitor closed lanes to ensure that passengers do not enter these lanes.

80. Visually monitor individuals to ensure they do not enter unauthorized or sterile areas.
81. Monitor EDS screen and distinguish colors (e.g., red, blue, green, yellow, orange, black, white) to identify explosive materials.
82. Monitor the AIT screen and identify anomalies on an image at different body locations.
83. Monitor Automated Target Recognition (ATR) screens for anomalies on images.
84. Maintain positive control with passengers who set off the WTMD alarm until control of the passenger is passed off to an officer conducting secondary screening.
85. Examine WTMD to ensure it is working properly and that colored lights are illuminated that indicate a metal object has passed through the detector.
86. Distinguish colors (blue, purple) during colorimetric testing of powders or liquid testing stick/strip versus no color.
87. Make decisions effectively in both crisis and routine situations.
88. Maintain focus and awareness during an entire shift.
89. Shift work: Work shifts lasting up to 8 hours and work different shifts (including night shift).