



# EXECUTIVE DIRECTOR, TRAVELER ENGAGEMENT

**OCCUPATIONAL SERIES:** 0301

**FIELD/HQ:** HQ

**PAY BAND:** TSES 02

**PILLAR:** Administrator

## JOB OVERVIEW

Ensures compliance with Executive Order 13571, disability and multicultural civil rights laws and regulations, the Freedom of Information Act (FOIA), DHS Traveler Redress Inquiry Program (TRIP), and TSA Contact Center policies and programs, while streamlining service delivery to improve the Traveler Engagement Division's customer service interaction and customer service feedback.

## JOB RESPONSIBILITIES

- Oversees the TSA Contact Center (TCC) and DHS TRIP, the processes associated with U.S. Government's No Fly List appeals, FOIA, and Disability and Multicultural compliance.
- Reviews and coordinates sensitive traveler engagement-related policy matters between the TSA Administrator and officials internal and external to the Department of Homeland Security (DHS) and advises on expanding existing policies.
- Represents the organization's views accurately in high-level DHS meetings and ensures that commitments made at the meetings are followed through to completion.
- Advises the Assistant Administrator (AA) on legislative and inter-governmental matters of importance and tracks legislative matters of interest to inform the AA of their status.
- Revises reports, information, statements, data, and comments on proposed legislation to accurately depict the views of TSA and the Administrator.
- Ensures civil rights equities and requirements are represented in the developmental stages for security technology equipment and security procedures.
- Utilizes and shares passenger complaint/feedback data analysis to improve or modify security operations management.

## JOB SKILLS

- Maintains liaison with government officials to ensure the effective accomplishment of aviation security programs and activities.
- Develops and implements key programs and operational activities.
- Manages complex strategic programs by defining program objectives, developing innovative approaches, communicating roles and responsibilities, and coordinating teamwork.
- Ensures the development and proper execution of budgetary plans and provides oversight to ensure effective management of contractual obligations.

# PROFESSIONAL TECHNICAL QUALIFICATIONS (PTQ)

The application process used to recruit for the position is RESUME-BASED.  
Each PTQ AND ECQ must be CLEARLY ADDRESSED in your resume.



- Knowledge of Federal laws and directives that govern Federal, State and local transportation security programs and operations, and the specific roles and responsibilities of Federal, State and local agencies and other Federal stakeholders.
- Ability to develop and manage complex strategic programs, including the ability to define program objectives, develop innovative approaches, provide oversight, communicate roles and responsibilities, and establish and coordinate teamwork.
- Demonstrated experience in the development and implementation of key programs and operational activities taking into consideration complex policy development and a multi-layered diverse organization.
- Demonstrated experience in establishing and maintaining liaison with high level Federal, state and local government officials, and representatives of foreign governments, other Federal Law Enforcement agencies, and other Transportation Security officials to ensure the effective accomplishment of aviation security programs and activities.

## EXECUTIVE CORE QUALIFICATIONS(ECQ)



- **ECQ 1: Leading Change.** This core qualification involves the ability to bring about strategic change, both within and outside the organization, to meet organizational goals. Inherent to this ECQ is the ability to establish an organizational vision and to implement it in a continuously changing environment.
- **ECQ 2: Leading People.** This core qualification involves the ability to lead people toward meeting the organization's vision, mission, and goals. Inherent to this ECQ is the ability to provide an inclusive workplace that fosters the development of others, facilitates cooperation and teamwork, and supports constructive resolution of conflicts.
- **ECQ 3: Results Driven.** This core qualification involves the ability to meet organizational goals and customer expectations. Inherent to this ECQ is the ability to make decisions that produce high-quality results by applying technical knowledge, analyzing problems, and calculating risks.
- **ECQ 4: Business Acumen.** This core qualification involves the ability to manage human, financial, and information resources strategically.
- **ECQ 5: Building Coalitions.** This core qualification involves the ability to build coalitions internally and with other Federal agencies, state and local governments, nonprofit and private sector organizations, foreign governments, or international organizations to achieve common goals.