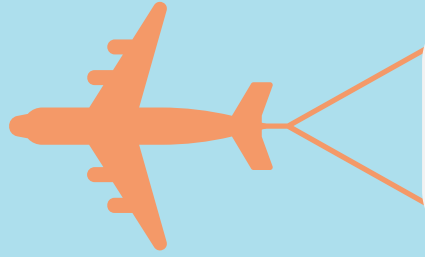


Aviation





AVIATION

Aviation Operations

“Encompass all of the processes involved in an airport to ensure the customers’ experience runs as smoothly as possible.”

Business

“Have a solid grasp of the market and economy to help you and the company make the best decisions.”

Community Development

“Involves changing the relationships between ordinary people and people in positions of **power**, so that everyone can take part in the issues that affect their lives.”

Facilities & Infrastructures

“The basic **facilities** and installations that help a government or community run, including roads, schools, phone lines, sewage treatment plants and power generation.”

Public Safety

“Refers to the welfare and protection of the general **public**.”

AVIATION OPERATIONS

Customer Service

“The direct one-on-one interaction between a consumer making a purchase and a representative of the company that is selling it.”

Landside

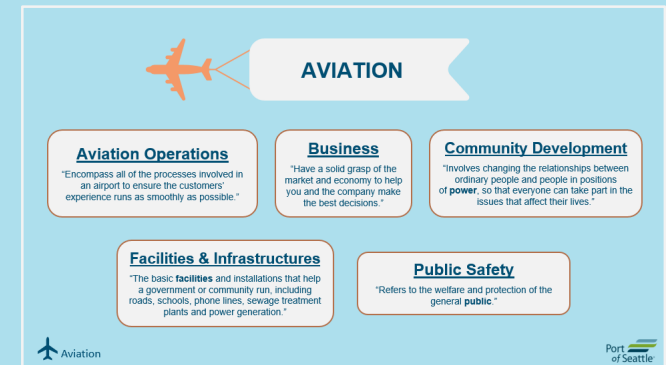
“...have a customer-serviced role overseeing the terminals, concourses, roadways, and properties surrounding the airport. They also conduct the day-to-day operations inside the terminals and parking decks.”

Leadership

“...guide coworkers toward successful outcomes with workplace objectives.”

Maintenance

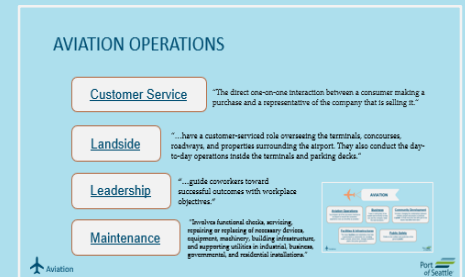
“Involves functional checks, servicing, repairing or replacing of necessary devices, equipment, machinery, building infrastructure, and supporting utilities in industrial, business, governmental, and residential installations.”



CUSTOMER SERVICE

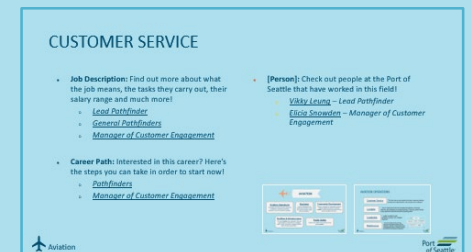
- **Job Description:** Find out more about what the job means, the tasks they carry out, their salary range and much more!
 - [Lead Pathfinder](#)
 - [General Pathfinders](#)
 - [Manager of Customer Engagement](#)
- **Career Path:** Interested in this career? Here's the steps you can take in order to start now!
 - [Pathfinders](#)
 - [Manager of Customer Engagement](#)

- **[Person]:** Check out people at the Port of Seattle that have worked in this field!
 - [Vikky Leung – Lead Pathfinder](#)
 - [Elicia Snowden – Manager of Customer Engagement](#)



Description: Lead Pathfinder

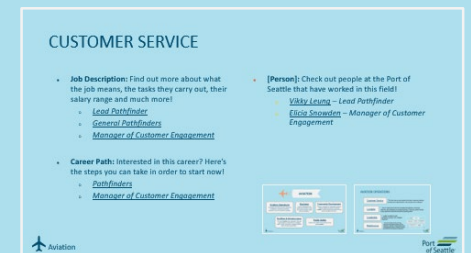
- **Description:** A lead pathfinder's job is to oversee the typical pathfinders. A lead pathfinder is in charge of scheduling pathfinders and being the main point of contact for stakeholders.
- **Tasks:**
 - Overseeing everything
 - Being in contact with airport duty managers when things happen
 - Scheduling pathfinders
 - Being main point of contact for stakeholders
- **Salary Ranges:** \$48k - \$52k
- **Skills:** To be a successful lead pathfinder, it is important to be able to tell your employees what to do. You also need to be able to be kind to customers and able to fill in the role of a pathfinder who may not make it to work. You must also know how to schedule people.



Description: General Pathfinders

- **Description:** Provide customer service to passengers at the airport to help with any issues, no matter how big; Very intertwined with airport operations (airport duty managers) in order to keep things running smoothly; Work at checkpoints, help people get through quickly, guide people to the fastest line.
- **Tasks:** At checkpoints, help people get through quickly, guide people to the fastest line; At Information Hubs, work the customer service counter next to Starbucks

- **Salary Ranges:** \$40k - \$45k
- **Skills:** To be a successful I pathfinder, it is important to be able to tell your employees what to do. You also need to be able to be kind to customers and able to fill in the role of a pathfinder who may not make it to work. You must also know how to schedule people.



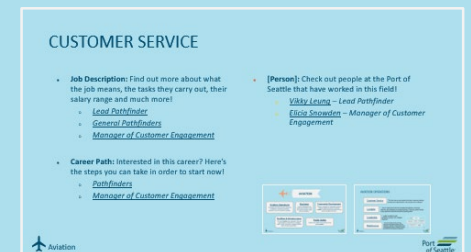
Career Path: Pathfinders

- **Traditional Education:**

- Applies to both general and lead pathfinders
- High School Diploma Required
- Bachelors Degree Preferred
 - Most pathfinders have this degree from here or their home country due to such high diversity at the Port

- **Training:**

- Lead Pathfinder: Experience as a pathfinder or other customer service



About: Vikky Leung - Lead Pathfinder

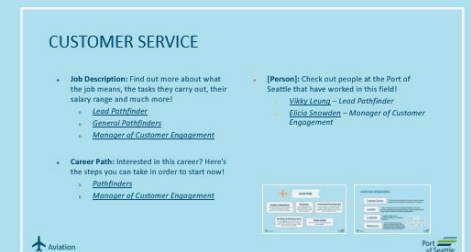
• Pathway:

- Went to college and got a degree in English and writing
 - Expected to get an office job but heard about the job and took the opportunity
- Worked for international team as a lead (not at port)
 - As a pathfinder but that was not the name
 - Example: fixed ropes while people were in line
- Met pathfinders while working international, liked the diversity.
- When an opening came, she applied and got accepted.
- After a year, the position for lead pathfinder opened and she applied and got accepted.
 - Her experience as a lead for the international team gave her the advantage

• Current Role / Responsibilities:

- Scheduling pathfinders
- Oversee everything
- Main point of contact for stakeholders

- **Advice:** Don't be afraid to get out of your comfort zone. Actively engage in your work, always ask questions and be kind. Don't be afraid to bring your personality to the job.

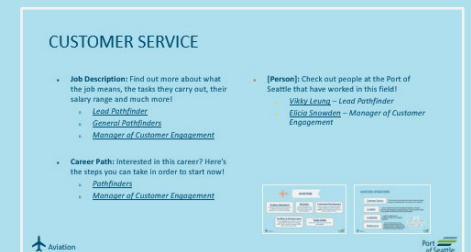


Description: Manager of Customer Engagement

- **Description:** In charge of ensuring that all clients are engaged with the company's products and services, and may also assist with several other tasks that might include training, billing, and overall client satisfaction.
- **Tasks:**
 - Daily meetings (1-5 depending on day), in office scheduling/emailing, and spending time on floor with customers
 - (These are Elicia Snowden's daily tasks)

- **Salary Ranges:** \$84k - \$91k

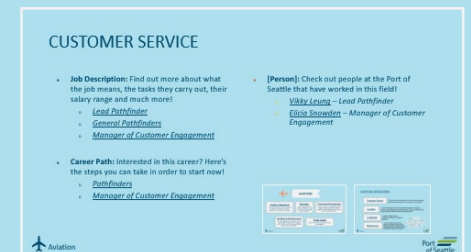
- **Skills:**
 - An understanding of exceptional customer service
 - General understanding of different laws and HR policies applied to hiring, interviewing, disciplining etc.
 - Leadership
 - Communication
 - Crowd control, TSA directives, relationship building



Career Path: Manager of Customer Engagement

- **Traditional Education:**

- A bachelors degree is required OR you can substitute that bachelors degree with 5 years of experience in the field as well as 5 years of supervisory experience.



About: Elicia Snowden – [Manager of Customer Engagement]

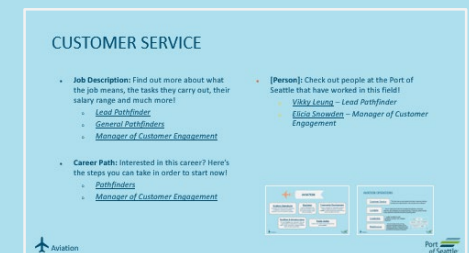
• Pathway:

- Graduated high school 2002
 - Worked at Dominos
 - Got assistant management
- Worked retail at Office Depot
 - Left at age 26 because it didn't pay enough for dealing with rude customers
 - Realized she liked aviation
- Worked airport operations assistance position in Long Beach
 - Got her foot in the door
 - Learned about ops and the communication to the control tower
- Moved to San Jose airport as an Airport Ops Specialist
 - A year and a half later was promoted to manager on duty
 - Go-to for receiving calls for those who need help
- Began working on her master's degree
- Came to port as an airport duty manager
 - See: Harold Phillips under Landside
 - More people to work with and more money
- Currently looking for schools to work on her doctorate
 - "Always good to have education under your belt"
- Her educational status substituted for experience
- Took maternity leave
- Came back to customer service
 - Now works as manager of customer engagement
- Works the team of customer service reps

• Current Role / Responsibilities:

- Scheduling employees
- Walking the airport
- Working with customers
- Etc.

- **Advice:** Break out of your shell if you're introverted; people are always watching-be kind!; network. Get to know people, talk to people, meet people, sell yourself and do not be afraid



LANDSIDE

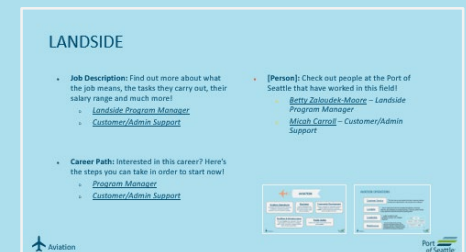
- **Job Description:** Find out more about what the job means, the tasks they carry out, their salary range and much more!
 - [Landside Program Manager](#)
 - [Customer/Admin Support](#)
- **Career Path:** Interested in this career? Here's the steps you can take in order to start now!
 - [Program Manager](#)
 - [Customer/Admin Support](#)

- **[Person]:** Check out people at the Port of Seattle that have worked in this field!
 - [Betty Zaloudek-Moore – Landside Program Manager](#)
 - [Micah Carroll – Customer/Admin Support](#)



Description: Landside Program Manager

- **Description:** Program management is the process of managing several related projects, often with the intention of improving an organization's performance.
- **Tasks:**
 - Updating drivers manuals and job evaluation for drivers trainings
 - Teach classes
 - Retrain drivers who may have had an accident
 - Help out in field by direction operation
 - Develop curriculum for new procedures and information
 - Help with training
- **Salary Ranges:** \$90k - \$95k
- **Skills:** Curiosity, patience, ability to work with people, good communication skills-written and verbal, outgoing, a drive to do things well, a desire to learn new things



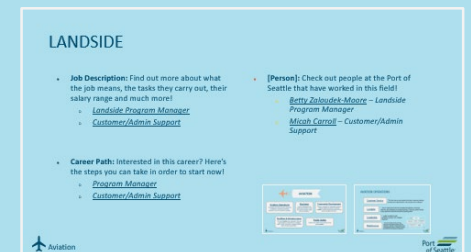
Career Path: Landside Program Manager

- **Traditional Education:**

- Bachelors Degree or
- 5 years of experience

- **Training:**

- Commercial drivers license (Class B)
- Certified school bus driver trainer
- Workshops that strengthened one's knowledge of on-the-job inquiries
- Certified smith system trainer



About: Betty Zaloudek-Moore – [Program Manager]

• Pathway:

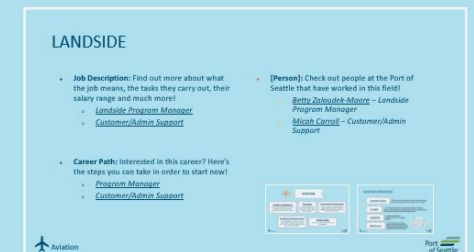
- Music teacher secondary vocal music
 - Taught for 10 years, is still in choir
- Next 17 years, spent in school bus driving for Laidlaw
 - Became a trainer quickly due to educational background
- Joined state group that certifies school bus trainers
 - Field supervisor > safety supervisor > manager
- Came to port as safety training supervisor
 - Worked at port for 9 years now

• Current Role / Responsibilities:

- Updating driver's manual
- Updating job evaluation for the driver trainer

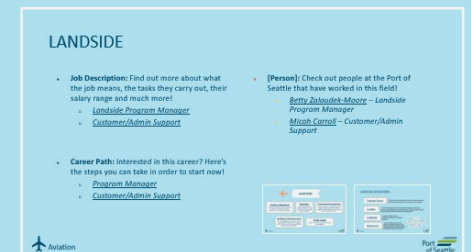
• Advice:

- Don't turn down opportunities for growth
- She has had opportunities that were out of her comfort level/knowledge that have given her great experiences



Description: Customer/Admin Support

- **Description:** Provide administrative support functions, system training for employees. Issue parking products and provide customer service, revenue collection, technical support, database upkeep and administrative office support to the Employee and Public Parking section of Airport Operations.
- **Tasks:** Performing admin duties such as researching and updating port information, establishing and maintaining important files and records, issue parking cards for stakeholders, perform customer service over phone and in-person, create and edit procedures for landside departments.
- **Salary Ranges:** \$52k - \$62k
- **Skills:** Knowledge of filing practices and procedures, knowledge of proper English and grammar, advanced communication skills (verbal and written), good decision making, ability to adapt to workloads, ability to maintain confidentiality, ability to work independently and part of a team,



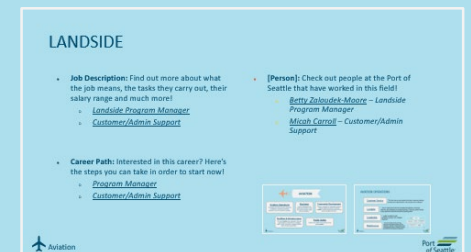
About: Micah Carroll – [Customer/Admin Support]

• Pathway:

- Worked for Boys and Girls Club
- Moved to admin work for Boys and Girls Club
 - Part-time then moved to full-time
- Got her Associates degree
 - Learned conflict/troubleshooting skills
- Ran 3 nationally recognized programs
- Heard about the job at the port through a family member
 - Was not searching
- Wanted this job because it is an entry-level career
 - Helped get her foot in the door

- **Current Role / Responsibilities:** It is Micah's responsibility to issue parking passes, stay on top of archiving files and other things. You can find on the "[About Customer/Admin Support](#)" slide.

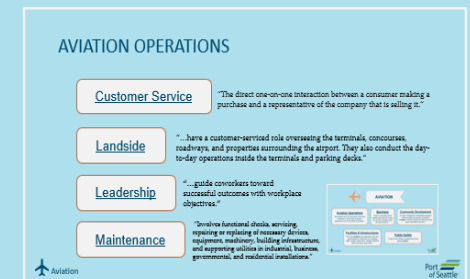
- **Advice:** This position is not meant to be long-term, use this as an opportunity to get your foot in the door at the port. Come in with an open mind and do not be afraid share your ideas; put yourself out there.



LEADERSHIP

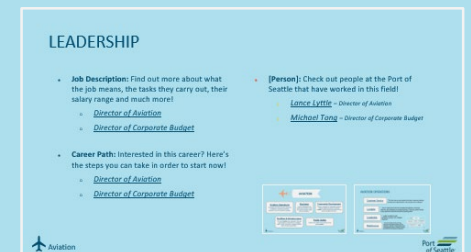
- **Job Description:** Find out more about what the job means, the tasks they carry out, their salary range and much more!
 - [Director of Aviation](#)
 - [Director of Corporate Budget](#)
- **Career Path:** Interested in this career? Here's the steps you can take in order to start now!
 - [Director of Aviation](#)
 - [Director of Corporate Budget](#)

- **[Person]:** Check out people at the Port of Seattle that have worked in this field!
 - [Lance Lyttle](#) – Director of Aviation
 - [Michael Tong](#) – Director of Corporate Budget



Description: Director of Aviation

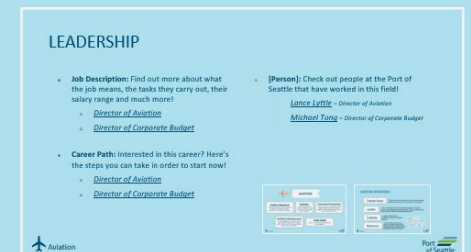
- **Description:** Develops and institutes department policies and procedures, As they are in charge of the management of the company's business, they also make the strategic and operational decisions of the company and are responsible for ensuring that the company meets its statutory obligations.
- **Tasks:**
 - Managing all the jobs at the airport
 - Mitigating the impact of the port on the rest of the city
 - Making sure the airport stays clean- a harder task than it sounds
 - Staying in contact with sectors (the main stakeholder)
- **Salary Ranges:** \$181k – \$292k
- **Skills:**
 - Have the answer to people's questions
 - Be willing and open to learning new things
 - Be able to work without relying on a team
 - Inspiring
 - Listening to others instead of only telling them
 - Business plan development
 - Great customer service



Career Path: Director of Aviation

- **Traditional Education:**

- Overall:
 - Multiple certifications in an array of technical fields
 - Experiential knowledge on multiple different departments of the institution



About: Lance Lyttle – [Director of Aviation]

• Pathway:

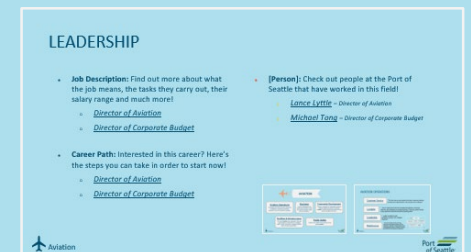
- Bachelor's degree, Physics and Computer Science, University of the West Indies
- Master's degree, Management Information Systems, University of the West Indies
- Worked at Atlanta Airport
- Chief Operating Officer for the 3 Houston Airports

• Current Role / Responsibilities:

- Manages basically everything at the airport, dealing with the negative impacts that the airport has.

• Advice:

- Get practice in multiple areas
- Always network
- Remember that at some point in time as you develop your career, you're going to be in a position of power-use that power to influence people
- Create an environment where people are happy making the money that they are earning



Description: Director of Corporate Budget

- **Description:** Analysis and revision of quarterly returns and budgets.

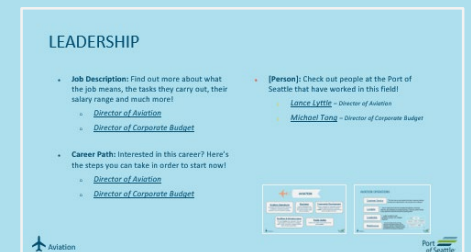
- **Tasks:**

- Overseeing managers
- Budgeting
- Managing Debt and Bonds
- Reporting

- **Salary Ranges:** \$184k - \$189k

- **Skills:**

- Extracting data from various sources
- Working in Excel
- Organizational Efficiency



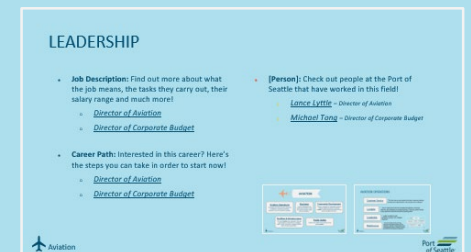
Career Path: Director of Corporate Budget

- **Traditional Education:**

- Bachelor's Degree, potentially an MBA or a credential like a CPA
- Experience: Preferably in Finance or Financial Reporting
- Entry Level: Financial Analyst
- From analyst you can work up to a management position and then up to a directing position

- **Training:**

- Excel
- Data Extraction
- Budgeting
- Etc.



About: Michael Tong – [Director of Corporate Budget]

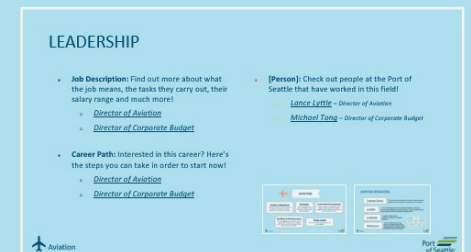
- **Pathway:**

- Majored in Accounting
- Masters Degree in Finance
- Started working at the Port in 2000 in the FnB department
- Has been at the Port since and worked his way to the Director of Corporate Budget position

- **Current Role / Responsibilities:**

- Debt Management
- Bonds
- Quarterly Financial Reports

- **Advice:** Decide on a job that you not only want to participate in but where you feel like you can be learning regularly. Learning something new every day is the best part about work so you want to find a job where you can learn.



MAINTENANCE

- **Job Description:** Find out more about what the job means, the tasks they carry out, their salary range and much more!
 - [Airport Duty Manager](#)
 - [Manager AV Maintenance](#)
- **Career Path:** Interested in this career? Here's the steps you can take in order to start now!
 - [Airport Duty Manager](#)
 - [Manager AV Maintenance](#)

- **[Person]:** Check out people at the Port of Seattle that have worked in this field!
 - [Harold Phillips – Airport Duty Manager](#)
 - [Eric Schaefer – Manager of Field Crew](#)



Description: Airport Duty Manager

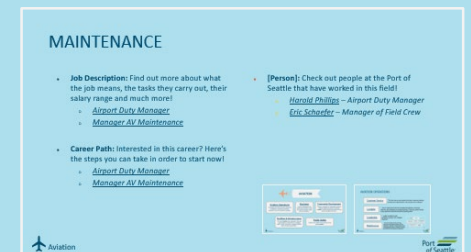
- **Description:** This position is responsible to ensure the integrity and efficiency of daily airport operations which includes managing irregular operations (IRROPS) and emergency situations. The responsibilities also include day of compliance to Aviation and Marine Safety and Security regulations.

- **Tasks:**

- Everyday is different!
- Ensuring checkpoints are going smoothly
- Working with TSA
- Fixing things that may happen unexpectedly
- Vehicle accident on airfield (Why did it happen and Who caused this to happen?)
- Aircraft accidents
- Working with partnering airlines
 - For examples, if a flight was late, they would need to get ahold of the destination
- If someone didn't go through security they will find them
 - An issue because it could be a security breach or it could have been an accident
 - Always need to be safe and talk them through the situation

- **Salary Ranges:** \$90k - \$100k

- **Skills:** Constantly able to help, have an understanding of all aspects of the airport-customer service included, not afraid to be openly curious, be social



Career Path: Airport Duty Manager

- **Traditional Education:**


- Bachelors Degree Required (or program listed can be replacement to degree)
- Aviation Degrees help your application

- **Programs:**

- AAE - Accredited Airport Executive Program
 - Learn 4 modules of information
 - Take a test
 - Do an interview
 - Once you get through, you can work as anything in an airport

MAINTENANCE

- **Job Description:** Find out more about what the job means, the tasks they carry out, their salary range and much more!
 - [Airport Duty Manager](#)
 - [Manager AV Maintenance](#)
- **[Person]:** Check out people at the Port of Seattle that have worked in this field!
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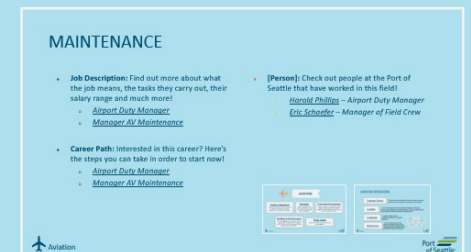
Aviation Port of Seattle

About: Harold Phillips – [Airport Duty Manager]

- **Pathway:**

- Started off as a pro pilot
 - Wanted to learn how to fly planes
 - Went into flight operations management
 - At the same time was working as a airplane fueler and providing customer service
- Promoted to service manager of FBO
- Moved to Teterboro Airport
- Moved to Seattle as Airport Duty Manager

- **Current Role / Responsibilities:** Working with partnering airlines with scheduling; keep the airport going- keeping up with security, contacting other airports in case of emergency landings or backups; working customer service
- **Advice:** Be curious- about everything (baggage, the fire department- anything!); be prepared for everyone to think you are an expert- have answers to any question ready; get to know people, stay up to date on industry changes



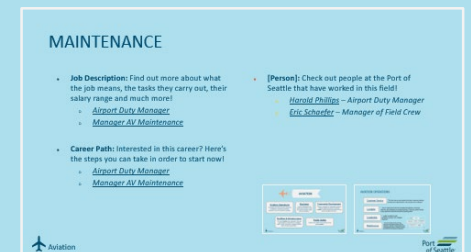
Description: Manager AV Maintenance

- **Description:** “Manages maintenance activities for the upkeep of buildings, landscapes, vehicles, and offices. Oversees a range of custodial and maintenance activities. Resolves problems as they arise whether directly or by assembling teams to solve those issues.”

- **Tasks:**
 - Keeping track of the whole crew’s safety
 - Keeping track of the budget
 - Maintaining all of the water systems
 - Keeping the PM programs up to date
 - A lot of computer work

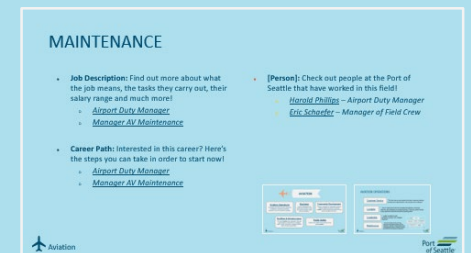
- **Salary Ranges:** \$63k - \$79k

- **Skills:**
 - Technical abilities
 - Experience in finance
 - Verbal and non-verbal communication
 - Problem-solving



Career Path: Manager AV Maintenance

- **Traditional Education:**
 - All in maintenance (except a few) have at least bachelor degrees
 - Having actually done the job (within maintenance)
 - Having experience within technical fields, budget and people



About: Eric Schaefer – [Manager AV Maintenance]

• Pathway:

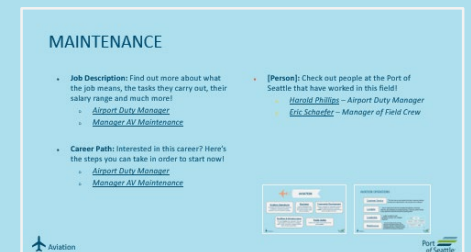
- Was always interested in Marines, didn't think he would ever be interested in what he does now
 - Went to Franklin High School
- Used to work on ships and marine operations
 - During summer would do construction
- Love all the action in his current job, however.
- Since 2002-2005 field crew
- Started as airfield technician
 - Runway repairs, snow removal operations
- After 3 years of crew, became foreman until 2007, then became general foreman
- Manager since 2016

• Current Role / Responsibilities:

- Safety of all your crew; 49 people under him (foreman and all their crew)
- Keeping track of the budget
- Maintaining all of the water systems
- Keeping the PM programs up to date
- A lot of computer work

• Advice:

- Going through an Aviation high school if you can
- Getting an AA
- Find an area that you like, get experience and work your way up
- Getting hands-on experience



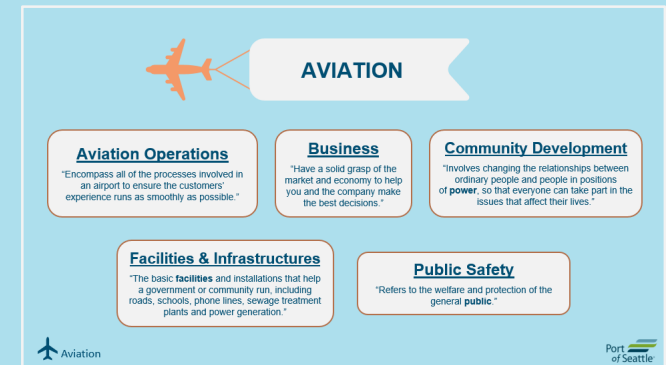
BUSINESS

Diversity in Contracting

The evaluation of the diversity of clients with whom the Port does contracting and business with. Critical in ensuring that the Port is giving back to their community in representative and equitable ways.

Financial Reporting

“The disclosure of **financial** results and related information to management and external stakeholders (e.g., investors, customers, regulators) about how a company is performing over a specific period of time.”



DIVERSITY IN CONTRACTING

- **Job Description:** Find out more about what the job means, the tasks they carry out, their salary range and much more!

- [Women/Minority Business Manager](#)
- [Small and Disadvantaged Business Coordinator](#)

- **Career Path:** Interested in this career? Here's the steps you can take in order to start now!

- [Women/Minority Business Manager](#)
- [Small and Disadvantaged Business Coordinator](#)

- **[Person]:** Check out people at the Port of Seattle that have worked in this field!

- [Lawrence Coleman](#) – *Women/Minority Business Manager*
- [Tina Boyd](#) – *Small and Disadvantaged Business Coordinator*



Description: Women/Minority Business Manager

- **Description:** Social equity supervisors for Port-related contracts and business.
- **Tasks:**
 - Evaluating the inclusion plan when someone provides services to the Port
 - Making sure the Port is doing business with women/minority businesses

- **Salary Ranges:** \$98k - \$103k
- **Skills:**
 - Understanding of diversity, equity and inclusion
 - Organization
 - Contracting



Career Path: Women/Minority Business Manager

- **Traditional Education:**

- Either a bachelor's degree/post-graduate degree or years of experience with diversity, equity, and inclusion (DEI) or, even better public agencies

- **Training:**

- Training can come from experience with public agencies
- It's critical to have an understanding of the importance of DEI.



About: Lawrence Coleman – [Women/Minority Business Manager]

- **Pathway:**

- Earned a Bachelor's degree in Social Community development
- Earned a post-graduate degree in public administration
- First job after masters degree was as an assistant director at a state agency

- **Current Role / Responsibilities:**

- Overseeing and ensuring equity within Port contracts

- **Advice:**

- In hindsight, he wishes he had valued experience more than education. You can get so much from experience



Description: Small and Disadvantaged Business Coordinator

- **Description:** Coordinating and organizing business between the port and small/disadvantaged businesses.
- **Tasks:**
 - Handling outreach
 - Telling the community about the work in Diversity in Contracting
 - Advising
 - Writing regular testimonial articles about women/minority businesses
- **Salary Ranges:** \$47k - \$52k
- **Skills:**
 - Understanding of, passion and belief in diversity, equity and inclusion
 - Advising
 - Communication
 - Public Speaking
 - Data Analysis
 - Technical Reporting



Career Path: Small and Disadvantaged Business Coordinator

- **Traditional Education:**

- Master's Degree (Bachelor's degree at the very least)
- Experience with a public agency
- Experience in equity, diversity and inclusion

- **Programs:**

- Port-Gens teaches people how to do business with the Port

- **Training:**

- Typically comes from supervisors in the field



About: Tina Boyd – [Small and Disadvantaged Business Coordinator]

- **Pathway:**

- Education came from the director of outreach, who took her under his wing when they met
- She was an admin for 5 years
- The director of outreach trained her and developed her to go to conferences
- Nowadays however, a Bachelor's is typically required for her job, as the criteria has since shot up

- **Current Role / Responsibilities:**

- Overseeing directors
- Coordination

- **Advice:**

- Leverage your connections
- Don't be afraid to talk to people



FINANCIAL REPORTING

- **Job Description:** Find out more about what the job means, the tasks they carry out, their salary range and much more!
 - [Director of Corporate Budget](#)
 - [Director of Corporate Finance](#)
- **Career Path:** Interested in this career? Here's the steps you can take in order to start now!
 - [Director of Corporate Budget](#)
 - [Director of Corporate Finance](#)

- **[Person]:** Check out people at the Port of Seattle that have worked in this field!
 - [Michael Tong – Director of Corporate Budget](#)
 - [Elizabeth Morrison – Director of Corporate Finance](#)



Description: Director of Corporate Budget

- **Description:** Analysis and revision of quarterly returns and budgets.

- **Tasks:**

- Overseeing managers
- Budgeting
- Managing Debt and Bonds
- Reporting

- **Salary Ranges:** \$184k - \$189k

- **Skills:**

- Extracting data from various sources
- Working in Excel
- Organizational Efficiency



Career Path: Director of Corporate Budget

- **Traditional Education:**

- Bachelor's Degree, potentially an MBA or a credential like a CPA
- Experience: Preferably in Finance or Financial Reporting
- Entry Level: Financial Analyst
- From analyst you can work up to a management position and then up to a directing position

- **Training:**

- Excel
- Data Extraction
- Budgeting
- Etc.

FINANCIAL REPORTING

- **Job Description:** Find out more about what the job means, the tasks they carry out, their salary range and much more!
 - [Director of Corporate Budget](#)
 - [Director of Corporate Finance](#)
- **Person:** Check out people at the Port of Seattle that have worked in this field!
 - [Michael Ting](#) - Director of Corporate Budget
 - [Elizabeth Morrison](#) - Director of Corporate Finance
- **Career Path:** Interested in this career? Here's the steps you can take in order to start now!
 - [Director of Corporate Budget](#)
 - [Director of Corporate Finance](#)



Aviation Port of Seattle

About: Michael Tong – [Director of Corporate Budget]

- **Pathway:**

- Majored in Accounting
- Masters Degree in Finance
- Started working at the Port in 2000 in the FnB department
- Has been at the Port since and worked his way to the Director of Corporate Budget position

- **Current Role / Responsibilities:**

- Debt Management
- Bonds
- Quarterly Financial Reports

- **Advice:** Decide on a job that you not only want to participate in but where you feel like you can be learning regularly. Learning something new every day is the best part about work so you want to find a job where you can learn.



Description: Director of Corporate Finance

- **Description:** Forecasting and planning corporate funds.

- **Tasks:**
 - Supervision over -
 - Treasury
 - Investment Portfolios
 - Funding Forecasts
 - Debt Management

- **Salary Ranges:** \$193k - \$198k

- **Skills:**
 - Effective in Teams
 - Data Extraction
 - Excel
 - Math



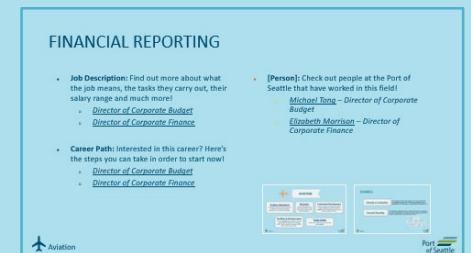
Career Path: Director of Corporate Finance

- **Traditional Education:**

- Bachelor's Degree, potentially an MBA or a credential like a CFP or CPA
- Experience with Finance, especially if working with the aviation industry, standard for working is a little bit higher
- [Entry Level] Analyst in Finance and Budgeting departments

- **Training:**

- With a basic understanding of financial terms and systems they can offer many trainings to enhance qualification



About: Elizabeth Morrison – [Director of Corporate Finance]

• Pathway:

- Completed a BA at College of Wooster in Ohio
- Completed an MBA at Northwestern University
- Joined the Port as an analyst
- Worked her way up from her analyst position into eventually reaching her directing position.

• Current Role / Responsibilities:

- Overseeing Managers
- Comparing capital spending with Revenue
- Tax Levy Planning
- Analyzing Financial Trends

- **Advice:** Your attitude is more important than your technical abilities. If you're willing to learn the skills, they are always teachable.



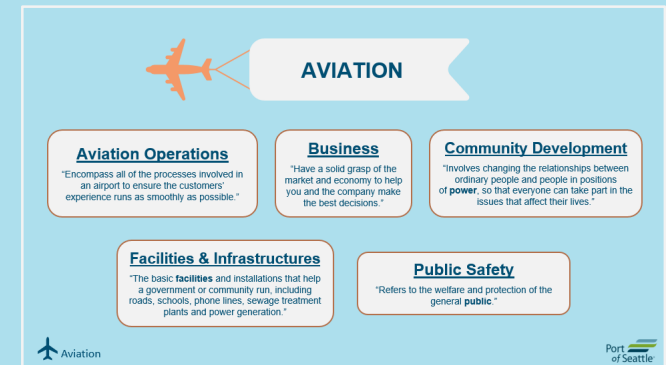
COMMUNITY DEVELOPMENT

External Relations

“The implementation of new ways of organizing **relationships** with firms or public institutions, such as collaboration with research organizations or customers, methods for integration with suppliers, or outsourcing.”

Sustainability

“...focuses on meeting the needs of the present without compromising the ability of future generations to meet their needs. The concept...composed of three pillars: economic, environmental, and social...”



EXTERNAL RELATIONS

- **Job Description:** Find out more about what the job means, the tasks they carry out, their salary range and much more!
 - [Communications Project Manager](#)
 - [Outreach Specialist](#)
- **Career Path:** Interested in this career? Here's the steps you can take in order to start now!
 - [Communications Project Manager](#)
 - [Outreach Specialist](#)

- **[Person]:** Check out people at the Port of Seattle that have worked in this field!
 - [Laura Smith-Huda – Communications Project Manager](#)

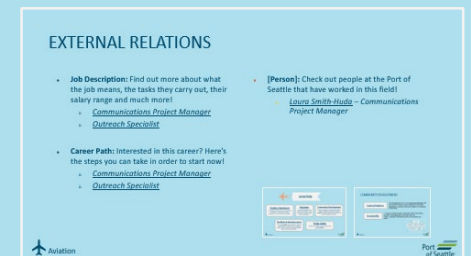


Description: Communications Project Manager

- **Description:** Responsible for managing the creation and production of customer-facing communication deliverables.
- **Tasks:**
 - Manage functional charge and public website
 - Work with ICT (Information and Communications Technology)

- **Salary Ranges:** \$55k - \$102k

- **Skills:**
 - Project management
 - Strong communication skills
 - Usability in UX design
 - Negotiation
 - Strong persuasion




Career Path: Communications Project Manager

- **Traditional Education:**
 - Masters degree in MCDM (communication and digital media)

EXTERNAL RELATIONS

- **Job Description:** Find out more about what the job means, the tasks they carry out, their salary range and much more!
 - [Communications Project Manager](#)
 - [Outreach Specialist](#)
- **Person:** Check out people at the Port of Seattle that have worked in this field!
 - [Course Study Study - Communications Project Manager](#)
- **Career Path:** Interested in this career? Here's the steps you can take in order to start now!
 - [Communications Project Manager](#)
 - [Outreach Specialist](#)



Aviation Port of Seattle

About: Laura Smith-Huda – [Communications Project Manager]

• Pathway:

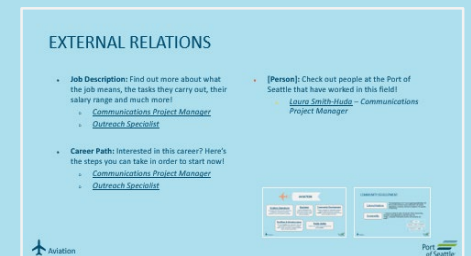
- Started working at The Port of Seattle about 20 years ago
- Worked in management cruise for 2-3years
- Joined HR outreach for 9 years
- Earned a Masters degree in communication and digital media

• Current Role / Responsibilities:

- In charge of making updates and handling the public page for the port of Seattle.

• Advice:

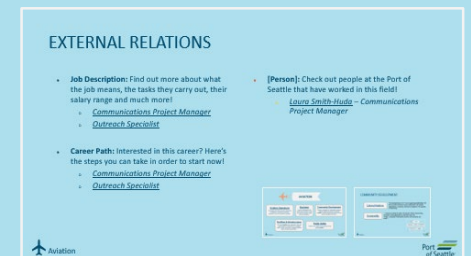
- Be involved with different committees and initiative
- Take English and literature classes
- Know your way around photoshop and design.



Description: Outreach Specialist

- **Description:** “A social service professional who works directly with the community to promote health and wellness.”
- **Tasks:**
 - Identifying community needs
 - Developing wellness programs and initiatives
 - Tracking progress of community in relation to the programs and initiatives

- **Salary Ranges:** \$57k - \$77k
- **Skills:**
 - Communication
 - Leadership
 - Organization
 - Good listening



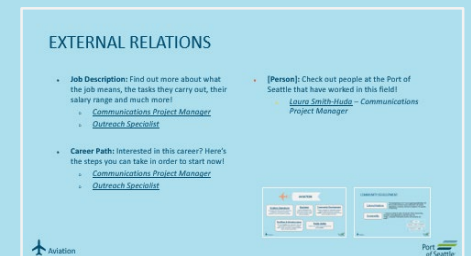
Career Path: Outreach Specialist

- **Traditional Education:**

- High school diploma (at least)
- A certificate or Associate's degree in a subject such as:
 - Human services
 - Gerontology
 - Social or behavioral science

- **Training:**

- A brief and completed period of on-the-job training



SUSTAINABILITY

- **Job Description:** Find out more about what the job means, the tasks they carry out, their salary range and much more!
 - [Senior Environmental Management Specialist](#)
 - [Environmental Program Manager](#)
- **Career Path:** Interested in this career? Here's the steps you can take in order to start now!
 - [Senior Environmental Management Specialist](#)
 - [Environmental Program Manager](#)

- **[Person]:** Check out people at the Port of Seattle that have worked in this field!
 - [Tiffany Sevilla – Senior Environmental Management Specialist](#)
 - [Adrian Down – Environmental Program Manager](#)

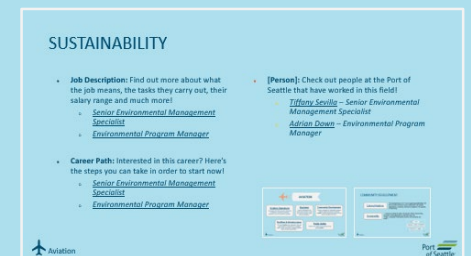


Description: Senior Environmental Management Specialist

- **Description:** Responsible for training new commers and making sure that all of the stricture that is needed to make aviation as efficient and sustainable as possible. Making all of the rules and policies that aviation has with businesses' known and reporting any mishaps.
- **Tasks:** Responsible for training new commers and making sure that all of the structure that is needed to make aviation as efficient and sustainable as possible. Making all of the rules and policies that aviation has with businesses' known and reporting any mishaps.

- **Salary Ranges:** \$86k - \$89k

- **Skills:**
 - Empathetic
 - Good convincer
 - Good listening
 - Good team dynamics
 - Communication skills
 - STEM background.



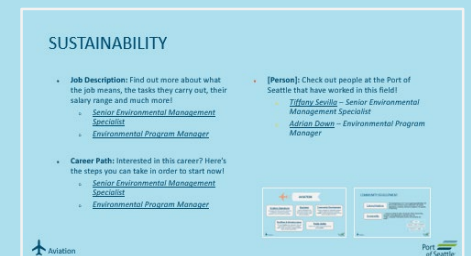
Career Path: Senior Environmental Management Specialist

- **Traditional Education:**

- College: Physics and math degree
- Grad school: Ecology degree
- Experience: Worked with a small non profit organization that focused on climate change

- **Training:**

- Experience: Worked with a small non profit organization that focused on climate change



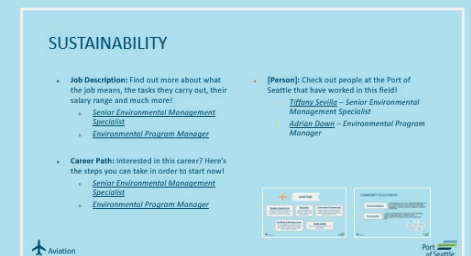
About: Tiffany Sevilla – [Senior Environmental Management Specialist]

• Pathway:

- Northwestern University
- B.S and M.S in Environmental Engineering
- Filipino Cultural Club, Environmental Advocacy Club, Community Service
- Hired by US Navy for 2.5 years – as a civilian
- Environmental compliance, certification
- Applied for all jobs

• Current Role / Responsibilities:

- Report all environmental incidents
- Recommend improvements for environmental performance
- Negotiate for permit applications
- Review environmental regulations



Description: Environmental Program Manager

- **Description:** Responsible for focusing on helping to find and ensure future programs/projects work to create preventative and proactive growth and change to the airport.

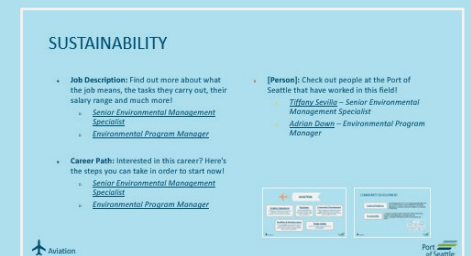
- **Tasks:**

- Preparing reports and work plans
- Performing site investigations
- Collecting, processing and evaluating data

- **Salary Ranges:** \$88 - \$112k

- **Skills:**

- Good team dynamics
- Empathetic
- Good convincer
- Listening
- Physics and math
- STEM background
- Good communicator



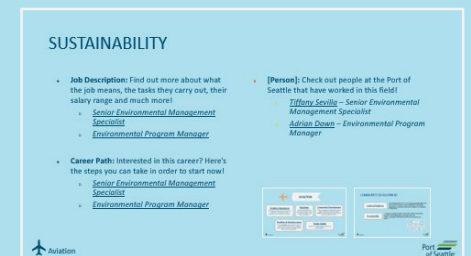
Career Path: Environmental Program Manager

- **Traditional Education:**

- College: Physics and math degree
- Grad school: Ecology degree

- **Training:**

- Experience: Worked with a small non profit organization that focused on climate change



About: Adrian Down – [Environmental Program Manager]

• Pathway:

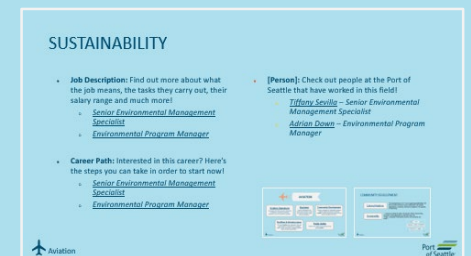
- Earned a bachelors degree in physics and mathematics
- Earned a ecology degree in Grad School
- Worked with a small non profit organization that focused on climate change
- Worked with port of Seattle for 2 years

• Current Role / Responsibilities:

- Developing a sustainable plan to reduce carbon emissions at airport
- Figure ways to get passengers to and from SEA airport

• Advice:

- College degree required
- Having experience
- Independent
- Good communication
- Be mindful



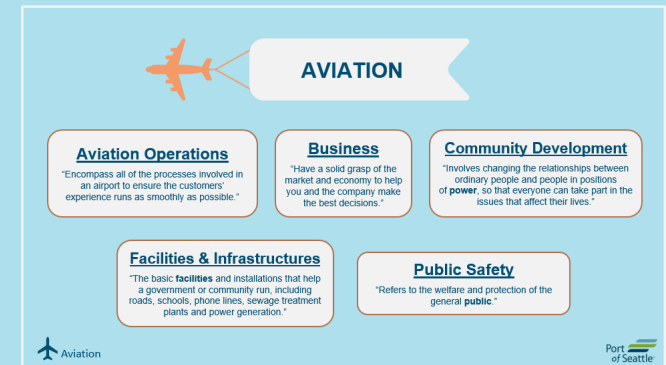
FACILITIES & INFRASTRUCTURES

Construction & Engineering

“...deals with the designing, planning, **construction** and management of infrastructures such as roads, tunnels, bridges, airports, railroads, facilities, buildings, dams, utilities and other projects.”

Signs

“...to communicate, to convey information designed to assist the receiver with decision-making based on the information provided.”



CONSTRUCTION & ENGINEERING

- **Job Description:** Find out more about what the job means, the tasks they carry out, their salary range and much more!
 - [Civil Engineer Contractor](#)
 - [Engineering General Services](#)
- **Career Path:** Interested in this career? Here's the steps you can take in order to start now!
 - [Civil Engineer Contractor](#)
 - [Engineering General Services](#)

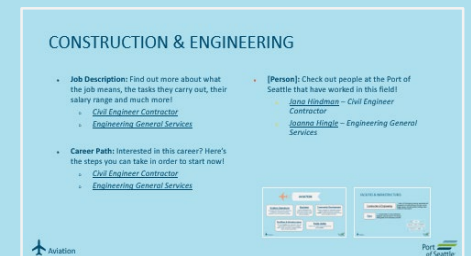
- **[Person]:** Check out people at the Port of Seattle that have worked in this field!
 - [Jana Hindman](#) – Civil Engineer Contractor
 - [Joanna Hingle](#) – Engineering General Services



Description: Civil Engineer Contractor

- **Description:** Implement and oversee the construction projects that are designed and planned by consulting civil engineers. Additionally, budgeting and executing strategies for capital projects and utilities at the Airport are involved.
- **Tasks:**
 - Installing pipes to keep fresh water flowing at airport
 - Keeping storm water off the streets
 - Planning future changes to the airport and financing it

- **Salary Ranges:** \$40k - \$100k
- **Skills:**
 - Technical training
 - Mathematical skills
 - Decision-making
 - Organizational skills
 - Perseverance and persistence
 - Having a good relationship with peers



Career Path: Civil Engineer Contractor

- **Traditional Education:**

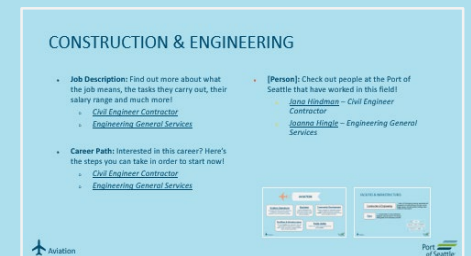
- Bachelor's degree
- Engineering degree

- **Programs:**

- Internship at a water treatment center (a papermill)

- **Training:**

- Fundamentals engineering test



About: Jana Hindman – [Civil Engineer Contractor]

• Pathway:

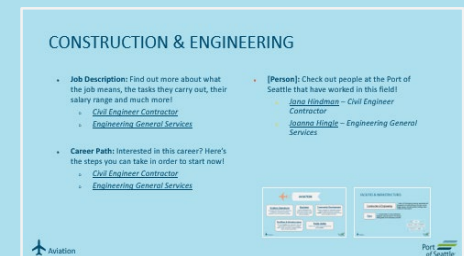
- Jana was introduced to the world of engineering by her father, whom , at a young age took Jana on a tour to an engineering classes
- In school she was very interested in science and in its projects, especially about storm water
- After high school she decided she wanted a career in engineering and decided to peruse it
- She went to an engineering school to earn her degree
- Found the Port through a job advertisement
 - When interviewed, she got the job

• Current Role / Responsibilities:

- She's called to inspect and to make sure it is safe to build infrastructures on certain land and executing those plans.

• Advice:

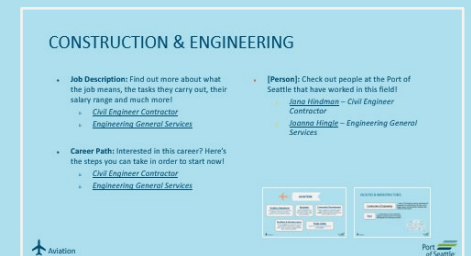
- Don't be afraid to try the field, there are plenty of different engineers jobs



Description: Engineering General Services

- **Description:** Responsible for the maintenance and correction of products that have been sold; off-site corrective and preventive maintenance as well as other after-sales technical support solutions; and occasionally, interactions with customers to provide information and procedures to address the inquiries, concerns and requests to their products and services.
- **Tasks:**
 - Deciding what buildings get built
 - Making sure buildings are up to city standard
 - Designing buildings for the city
 - Helping install utilities

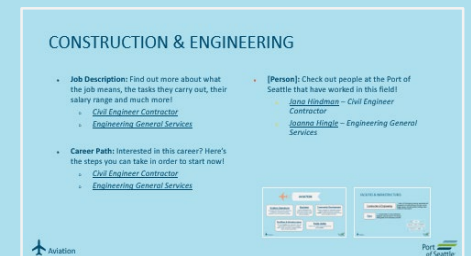
- **Salary Ranges:** \$90k - \$100k
- **Skills:**
 - Commitment (long hours)
 - Some social skills (team job)
 - No short cuts do things; the right way



Career Path: Engineering General Services

- **Traditional Education:**

- Bachelor's degree
- An engineering degree (went to undergraduate school then into graduate school)



About: Joanna Hingle – [Engineering General Services]

• Pathway:

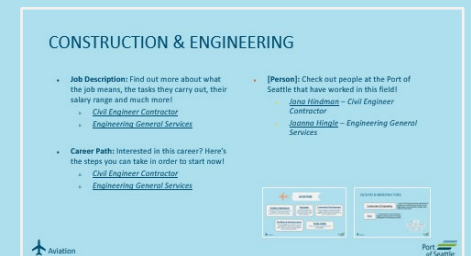
- Personally wanted to be an engineer since she was young
- Took some incisive time after high school
- Then went to undergrad and studied engineering
- Took a break from school and worked for a couple of years
- Later decided to go back to school and got into a grad school

• Current Role / Responsibilities:

- Designing and pushing more infrastructure to be added to the port.

• Advice:

- A degree only gets you so far, get more hands-on experience before telling people you know everything.



SIGNS

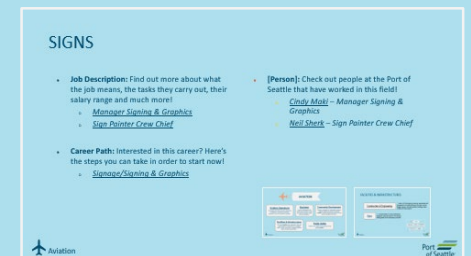
- **Job Description:** Find out more about what the job means, the tasks they carry out, their salary range and much more!
 - [Manager Signing & Graphics](#)
 - [Sign Painter Crew Chief](#)
- **Career Path:** Interested in this career? Here's the steps you can take in order to start now!
 - [Signage/Signing & Graphics](#)

- **[Person]:** Check out people at the Port of Seattle that have worked in this field!
 - [Cindy Maki](#) – *Manager Signing & Graphics*
 - [Neil Sherk](#) – *Sign Painter Crew Chief*



Description: Manager Signing & Graphics

- **Description:** Senior level employees in an organization who supervise a team and oversee the creation of designs, concepts and layouts. A Manager of Signing and Graphics also requires special skills and abilities to create visual presentations or imagery with the aim of communicating a message to the target audience.
- **Tasks:**
 - Main responsibilities
 - Managing combination of standards of airport signage and wayfinding, and managing all of the assets
 - Roadways and parking garage
 - Ensuring that designers design and create to contractors' standards; ensures consistency
 - Ensuring the systems are updated at the end of their life expectancy
- **Salary Ranges:** \$63k - \$72k
- **Skills:**
 - Very important to be flexible
 - Be able to juggle multiple priorities
 - Customer service focus
 - Artistic ability
 - Understanding what others interpret from graphic designs and utilizing that in such a way where people will understand the signs they design and create
 - "What is the issue and how can we fix it"
 - Sometimes doesn't work but sometimes they have to understand that "it can also just be people" (signs can't fix and communicate everything)



About: Cindy Maki – [Manager Signing & Graphics]

• Pathway:

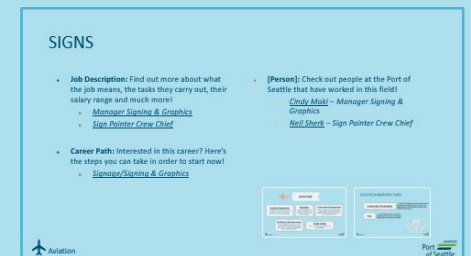
- Family owned and operated signage business for 70 years in Seattle area
- Pursued it but also had education in public communication with emphasis on visual communication
- Graduated college and poked around different industries
 - Wanted to help family business grow and succeed though
 - Worked in family company for about 8-10 years
 - Took a bit break for a bit on maternity leave
 - Had discussion with family later on and decided to retire family business
- Had position at Amazon (consulting company; tasked with managing global wayfinding systems)
 - Captured construction and design
 - There for 3 and a half years
- And got to being employed with the Port of Seattle
 - There for 6 months so far
 - Here since the beginning of the year, but most of the time has been spent at home, so it is quite different than what she'd normally do for/at work

• Current Role / Responsibilities:

- Managing combination of standards of airport signage and wayfinding, and managing all of the assets
- Roadways and parking garage
- Ensuring that designers design and create to contractors' standards; ensures consistency
- Ensuring the systems are updated at the end of their life expectancy

• Advice:

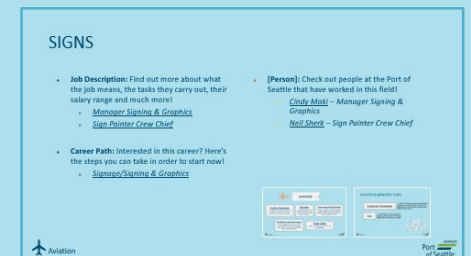
- “Take art classes”
 - (Maki has an eye for design but does not promote herself as a graphic designer)
- “Develop better organizational skills, project planning, etc.”
 - Does more administrative side of things



Career Path: Signage / Signing & Graphics

- **Traditional Education:**

- High school diploma
- Bachelor's degree in some form of visual arts or design
- Variety of different options
 - Architectural design
 - Visual arts
 - Graphics designing
 - Project management
- Varies widely; quite flexible on what the background should be, but some form of art / design and perhaps communications with help quite a lot

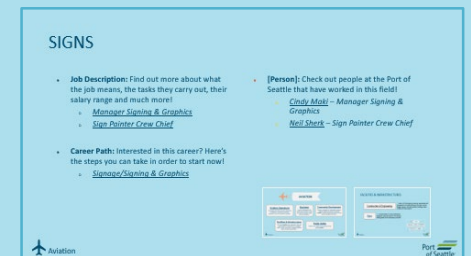


Description: Sign Painter Crew Chief

- **Description:** Create visual concepts and develop the overall layout and production design (using computer software and by hand) to communicate a variation of messages to customers/passengers around the Airport.
- **Tasks:**
 - Making and installing signs
 - Figure out what to make in order to help communicate
 - Spend lots of time talking to people who request signs/ reposting problem where they think might need sign
 - Spend lots of time going through standards
 - Doing lots of developing of the actual signs

- **Salary Ranges:** \$40 - \$50k

- **Skills:**
 - Problem-solving is definitely what they do on a daily basis
 - Good eye for detail and design
 - Helps to understand how people think and perceive messages / how they think and what their perspective is like
 - What is the passenger flow like? What are people doing? Where do they go?



About: Neil Sherk – [Sign Painter Crew Chief]

• Pathway:

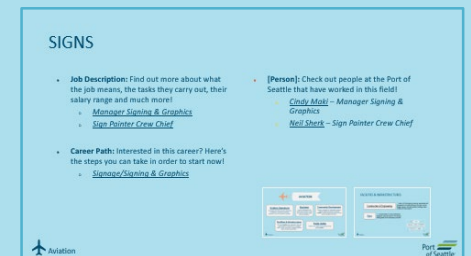
- Wanted to be chemical engineer when he got into college
 - Dad was in commutations and was going to try being journalist like him
- Got into interpretive signage and has been invested ever since
 - Enjoyed the technics and concepts that go into designing and developing

• Current Role / Responsibilities:

- Making and installing signs
- Figure out what to make in order to help communicate things to people
- Spend lots of time talking to people who request signs/ reposting problem where they think might need sign
- Spend lots of time going through standards
- Doing lots of developing of the actual signs
- Certain standards that meet legal criteria or regulations / standards that the Port asks of them for their corporation

• Advice:

- Studying and becoming familiar with graphic design
- Pay attention to what you see in the world
 - If you see signs and decide if you like or don't like
- “Most people have common sense, but most people just also lack the consciousness of it.”
- Studying digital graphics



PUBLIC SAFETY

Fire

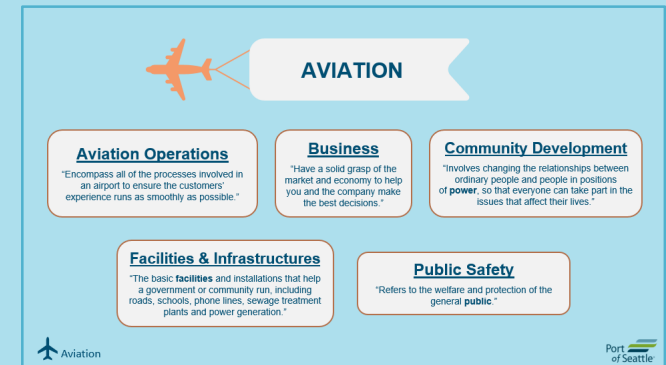
“...attempting to prevent the spread of and extinguish significant unwanted fires in buildings, vehicles, woodlands, etc.”

Police

“...relate to keeping the peace, **law enforcement**, protection of people and property and the investigation of crimes.”

Security & Emergency Management

“...the managerial function charged with creating the framework within which communities reduce vulnerability to hazards and cope with disasters.”



FIRE

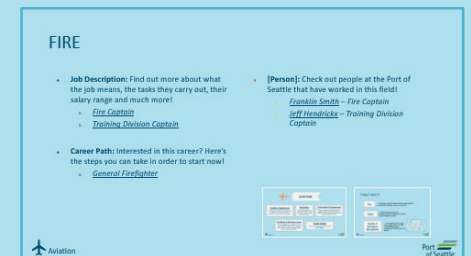
- **Job Description:** Find out more about what the job means, the tasks they carry out, their salary range and much more!
 - [Fire Captain](#)
 - [Training Division Captain](#)
- **Career Path:** Interested in this career? Here's the steps you can take in order to start now!
 - [General Firefighter](#)

- **[Person]:** Check out people at the Port of Seattle that have worked in this field!
 - [Franklin Smith](#) – Fire Captain
 - [Jeff Hendrickx](#) – Training Division Captain



Description: Fire Captain

- **Description:** Fire captains are responsible for the administration, supervision and management of the Fire Department.
- **Tasks:**
 - 24-hour shifts
 - Four platoons (A, B C, D)
 - Medical, fire calls, but also have other specialties
 - Hazmat technician
 - Tech resurge and confined space
 - “ARFF” : Aircraft rescue and firefighting
 - Average Work Day
 - Sundays are reserved truck days
 - Do maintenance on them
 - Mondays are frontline truck day
 - Maintenance for trucks
 - Drills on Saturdays
 - EMT class, inspection, AD checks, constantly doing own personal training
- **Salary Range:** \$74k - \$96k
- **Skills:**
 - Supervise the technical aspects of fire suppression, prevention, emergency medical services and rescue
 - Effectively apply firefighting, rescue, and emergency medical techniques
 - Follow verbal and written instructions
 - Perform strenuous physical requirements and duties



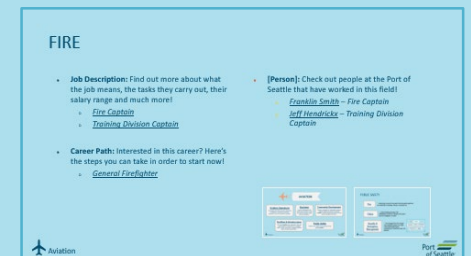
About: Franklin Smith – [Fire Captain]

• Pathway:

- After realizing he was interested, he signed up for a fire explore program (people of high school age will go through the experience of fire departments and do ride-alongs with them) when he was still in Miami at the time.
- Miami day community college program, did not have money though, and so he knew he had to get money somehow
 - Joined navy and paid for college that way
- Definitely had doubts when he initially signed up for the Navy; had bad experiences from it
 - “There is a light at the end of the tunnel”
- Then went through a general process for being a firefighter and payed with the money given from his service

• Advice:

- Talk to different fire departments and get to know them and their different experiences
- Make sure to do their research (lots of downsides to being a firefighters)
 - Have horrible sleep patterns
 - Bad hearts
 - Wear down on firefighters mentally
 - Prone to certain types of cancer



Description: Training Division Captain

- **Description:** Supervises subordinates and provides emergency scene management until relieved by a senior officer.

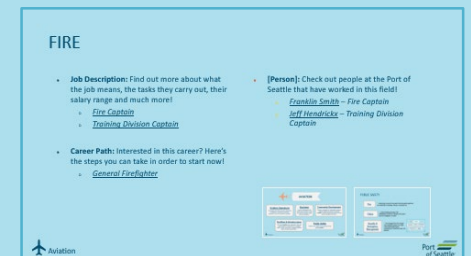
- **Tasks:**

- Training Captain doesn't go on calls
- Hazmat Rope rescue
 - Work on how to detect biochemical nuclear substances
- Fine space
 - Find spaces below ground in confined space and do high angle rescue as we
- First aid and CPR training
 - Train all Port employees
 - All fire fighters
 - AEDs all throughout the Airport

- **Salary Ranges:** \$74k - \$96k

- **Skills:**

- Adequate knowledge on:
 - Fire prevention practices
 - Emergency medical first responder
 - Firefighting and rescue techniques
 - Scientific principles involved in fire suppression



About: Jeff Hendrickx – [Training Division Captain]

• Pathway:

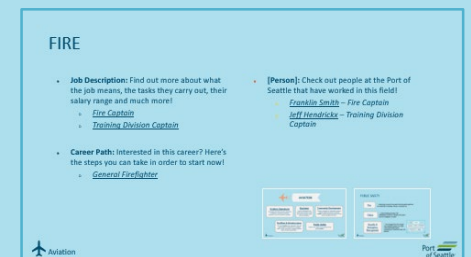
- Did not think about being a Fire Fighter at the beginning
- Was in the Marines at first for four years after getting out of high school
- His buddy had helped him get a job working with Alaska Airlines [1988]
- His dad had a diesel business and so he thought he would take that job in the future
 - Did not really like auto mechanics and was not really good at it
- Got into a volunteering program in Kingston through a drawing; expected to work full time shifts and they would pay for classes and everything
 - Kingston Fire Department Fire and Rescue
- Started getting into the topic of Fire Department through his friend
- Went through the general process needed in order to be a firefighter, but since he already went through the volunteering program, he was able to lean on that a bit (since he already had a lot of experience and necessary training)

• Current Role / Responsibilities:

- Training Captain doesn't go on calls
- Hazmat Rope rescue
 - Work on how to detect biochemical nuclear substances
- Fine space
 - Find spaces below ground in confined space and do high angle rescues
- First aid and CPR training all Fire Fighters and other Port employees
- PR (when someone wants to talk, they go to him since he's social)

• Advice:

- Shoot for above and beyond; you need to get out of your comfort zone
 - If you really want something, you'll get to the goal somehow; you'll find a way to put in the work if you really want something
- Need to go to a school or business of career and talk to people; find out what you need in order to get there
- T
- Talk to people
 - Ask them questions and see what their jobs are like/if what they do is necessarily what you expect



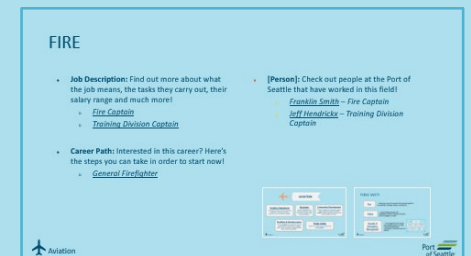
Career Path: General Firefighter

- **Traditional Education:**

- High school diploma

- **Training:**

- Fire Academy for three months
 - Learn basic training to fight fires and learn to use different tools
 - 12-hour days from Monday to Friday, similar to school classes of learning
 - Testing process after academy
 - Two different types (testing network)
 - National Testing Network (NTN)
 - Public Safety Testing
 - Most people will often retest even after passing, since higher scores means higher chance of being employed
 - If pass, must wait 6 months to retake test if want
 - If fail, must wait 3 months to retake
 - Interview Process
 - Three interviews in the same day; Cycle around through each
 - Chief's interview after the initial three
 - Background check.
 - Probation period even after passing tests and interviews, so job is still not secure until it is over
 - Can lose position if they fail during that period



POLICE

- **Job Description:** Find out more about what the job means, the tasks they carry out, their salary range and much more!
 - [Police Sergeant](#)
 - [Traffic Support Specialist](#)
- **Career Path:** Interested in this career? Here's the steps you can take in order to start now!
 - [Police Sergeant](#)
 - [Traffic Support Specialist](#)

- **[Person]:** Check out people at the Port of Seattle that have worked in this field!
 - [Molly Kerns – Police Sergeant](#)
 - [Crissa Adams – Traffic Support Specialist](#)



Description: Police Sergeant

- **Description:** The men and women of the Port of Seattle Police Department, including officers and civilian staff members, are committed to providing professional law enforcement services, protecting the rights of individuals, preventing crime, and building community partnerships.

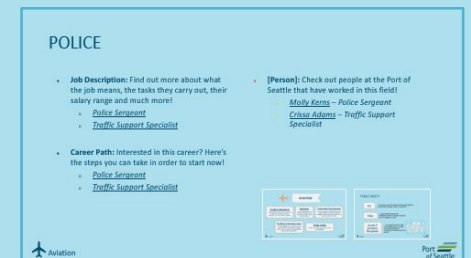
- **Tasks:**

- Looking at accreditation period
 - Where at (a bit confused on this)
 - Making sure proofs are put into the system
- Making sure policies and manuals are up to date
- Doing proofs for CALEA
 - The Commission on Accreditation for Law Enforcement Agencies
 - Proofs of compliance through CALEA
- Lots of helping people

- **Salary Ranges:** \$82k - \$91k

- **Skills:**

- Defense tactics
- Emergency vehicles
- Practicing the lights and sirens
- Determining crimes
- Dealing with people
- Knowing all the laws
- Described the job as being a counselor and a lawyer in one



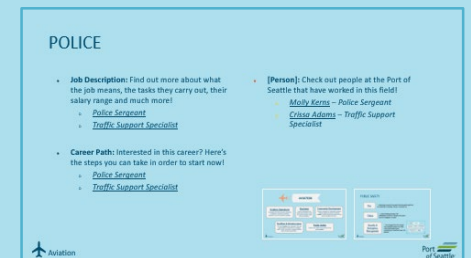
Career Path: Police Sergeant

- **Traditional Education:**

- High school diploma required
 - Degree requirements vary from police departments but is not needed for Port of Seattle

- **Training:**

- Go to the academy
- Come back to agency once graduated and do field training
- In uniform and going to real calls with police officers
- If you pass, go to real calls by self but on probation
- After a year of being on probation, you can become a police officer



About: Molly Kerns – [Police Sergeant]

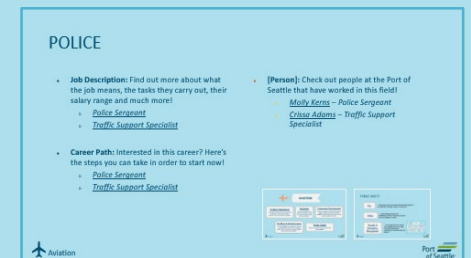
• Pathway:

- Didn't think she would become a police officer
 - Knew no police (especially that were women)
- Went to college and sociology became an interest
 - Wanted to do something customer service related that could also help people
- Degree requirements vary from police departments.
 - Not needed for the port.
 - Only high school diploma
- Lots of steps to the hiring process because you have to hire qualified people (I have the hiring process written down; not going to write here because it is too long. Can transfer to final project when time)
- An obstacle she had to overcome was learning all the skills
 - Overcame this obstacle with time and practice
 - Still learning

• Current Role / Responsibilities:

- Looking at accreditation period
- At desk, making sure policies are up to date and current/doing proofs for CALEA
- Responding to calls for service, creating a presence- being visible in traffic

- **Advice:** Don't be afraid to ask questions; dive right in and learn as much as you can



Description: Traffic Support Specialist

- **Description:** The men and women of the Port of Seattle Police Department, including officers and civilian staff members, are committed to providing professional law enforcement services, protecting the rights of individuals, preventing crime, and building community partnerships.

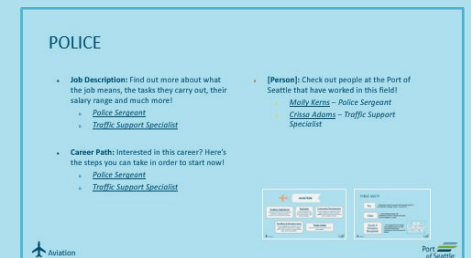
- **Tasks:**

- Provide support to officers during arrival and departure
 - Maintaining movement of traffic
- Be the eyes and ears for officers
 - If they see someone doing something, report to officers
 - Such as collision or someone being where they are not suppose to be
 - They do not have right to arrest like officers do
- Maintaining a presence
- 10 hour days and shift starts at 4am
- Arrivals get busier as the days go on, so being sure that you are where there is traffic to help with the flow

- **Salary Ranges:** \$44k - \$49k

- **Skills:**

- Customer support/service
 - Be patient with people who are upset with you
 - Be able to teach new employees what knowledge you have
 - Deal with a situation where you may be harassed



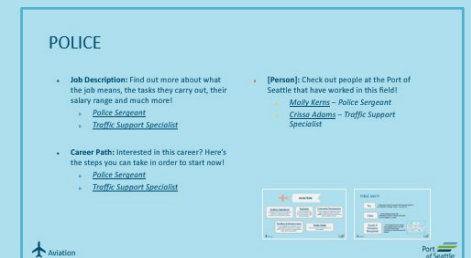
Career Path: Traffic Support Specialist

- **Traditional Education:**

- High school diploma

- **Training:**

- Basic bomb identification
- First aid
- CPR
- Flagger training (though they do not use it very often)



About: Crissa Adams – [Traffic Support Specialist]

• Pathway:

- Always wanted to work with the port
- No degrees needed
- Worked at Starbucks
 - Dealt with upset customers which gave her an advantage
- Completed training (mentioned below)
- Got into this position
- Hopes to get into law enforcement with the port

• Current Role / Responsibilities:

- Guiding traffic
- Helping those who need help finding their families
- Helping anyone who needs an employee for any reason

- **Advice:** Wear warm clothes on the job, hang in there, never be afraid to ask questions



SECURITY & EMERGENCY MANAGEMENT

- **Job Description:** Find out more about what the job means, the tasks they carry out, their salary range and much more!

- [Senior Manager of Emergency Preparedness](#)
- [Employee Screener](#)

- **Career Path:** Interested in this career? Here's the steps you can take in order to start now!

- [Senior Manager of Emergency Preparedness](#)
- [Employee Screener](#)

- **[Person]:** Check out people at the Port of Seattle that have worked in this field!

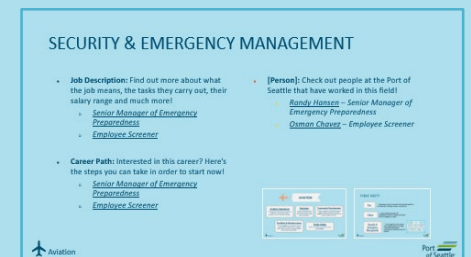
- [Randy Hansen](#) – Senior Manager of Emergency Preparedness
- [Osman Chavez](#) – Employee Screener



Description: Senior Manager of Emergency Preparedness

- **Description:** The Port of Seattle Emergency Preparedness department is part of Aviation Security but is tasked with and committed to providing preparedness planning, organization, equipment, training, and exercises for all facilities for a resilient Port.
- **Tasks:**
 - Oversees for entire port
 - All departments, not just aviation
 - Makes the job extremely collaborative
 - Making sure that you are able to react and respond at all times
 - They are there to help when something unforeseen happens that is an emergency
 - How are they going to respond
 - Preparing for the unexpected
 - Prepare tools for the port that will help with emergencies
 - EXAMPLE: Randy Hansen was able to create trauma kits all around the airport
 - Making sure these tools follow guidelines
 - Large organizations will not make changes quickly
 - Be patient because things will happen

- **Salary Ranges:** \$86k - \$91k
- **Skills:**
 - Being calm in serious situations
 - Plan for the unthinkable ahead of time
 - Having the ability to react and respond at all times
 - Preparing tools for those in need
 - As Sr. Mgr., also:
 - Teaching education on ICS
 - Oversees for the entire port



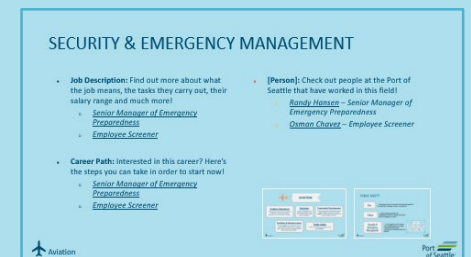
Career Path: Senior Manager of Emergency Preparedness

- **Traditional Education:**

- Some people never got past high school
 - Seems that a degree is not required

- **Training:**

- Experience within field of security (or fire dept) helps gain an understanding of how to do well in this career
- Lots of specialized training on ICS
- Lots of training and learning



About: Randy Hansen – [Senior Manager of Emergency Preparedness]

• Pathway:

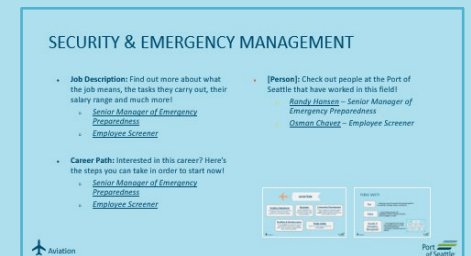
- Did not plan this career path
- Graduated high school
 - Went to college but it was not for him
- Worked 33 years for Seattle Fire Department
 - Schedule looked like: working 48 hours in a row then had 4 days off
- In his off time he was a contractor for the port
- Last 20 years of his fire dept career, he was consulting for security
 - Worked with airport on occasion and saw job opening
- Consulting led to a good understanding of emergency preparedness
- Lots of specialized training
 - Education on ICS
 - Incident command system
 - Has also been teaching this now

• Current Role / Responsibilities:

- Providing preparedness planning, organization, equipment, training, and exercises for all facilities for a resilient Port.

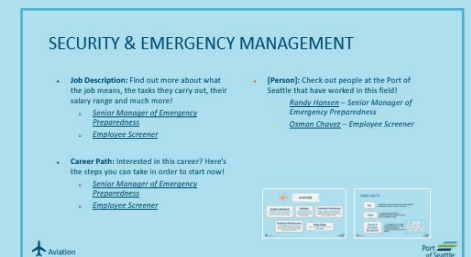
• Advice:

- Recognize that the port will not make changes overnight
- Adopt patience
- When making the trauma kits, don't worry too much about detail, worry about what is inside rather than aesthetic



Description: Employee Screener

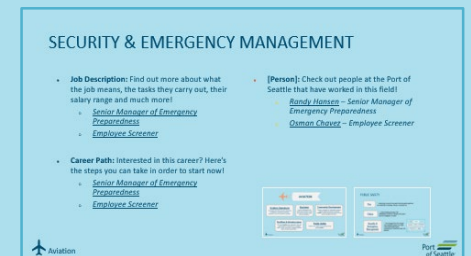
- **Description:** Screen employees that go through bag well.
- **Salary Ranges:** \$35k - \$40k
- **Tasks:**
 - Making sure there are no prohibited objects on employees
 - Guns, knives, etc.
 - Be at gates that people have access to
 - Help the public with questions
 - Typical day looks like:
 - Going in and looking at the board to see to-do list
 - Working checkpoints
 - X-ray
 - Metal detectors
 - Watch the gates
 - Man the portals
 - Typically, no screening will be done
- **Skills:**
 - Being able to learn quickly
 - Being able to tell what is shown in an X-Ray
 - Do not need this skill when you start, but do need to learn
 - Takes time
 - Good customer service
 - Attentive to detail
 - Being able to focus



Career Path: Employee Screener

- **Traditional Education:**

- No prerequisites
- Doing previous jobs that are similar to this may help you catch on to things quickly
 - Customer service
 - Deals with stakeholders and rude people
 - Security
 - Would help you catch onto people who may be doing something bad
 - Helps learn x-ray specifics



About: Osman Chavez – [Employee Screener]

- **Pathway:**

- No prerequisites
 - Though working in security would help
- Things that help:
 - Previous careers in customer service
 - Dealing with stakeholders and people
- Osman is hoping to become a police officer
 - Hopefully for the port because he said they are a great company

- **Current Role / Responsibilities:** Work for 8 hours at checkpoints screening employees for prohibited items

- **Advice:**

- Be attentive to detail
- Very thorough
- When things are slow, find something to do
- If you see anything on the job that is unusual, make sure to tell managers
- Good customer service
- Being able to focus and not get distracted

