



# Transportation Security Officer (TSO) Airport Fact Sheet For **BOS** Boston, MA

## INTRODUCTION

Thank you for your interest in employment with the Transportation Security Administration (TSA). If you successfully complete the Transportation Security Officer (TSO) candidate evaluation process and are selected for a position, you will play a vital role in supporting the Department of Homeland Security (DHS) mission. This fact sheet conveys some of the unique operational requirements at Boston Logan International Airport that may impact TSO work schedules and other relevant information about this airport location. General information about the TSO position can be found in the Job Opportunity Announcements posted on USAJOBS.gov.

## AIRPORT OVERVIEW

Boston Logan International Airport (BOS) maintains a 24 hours a day, 7 days a week schedule with peak times between the hours of 04:00 to 09:00 in the morning and 13:00 to 18:00 in the afternoon. Screening operations for passengers and baggage are located inside the terminal and may or may not be temperature controlled. Transportation Security Officers are required to interact with the public in a dignified and professional manner.

## WORK SCHEDULES

Since TSO work schedules are based upon the operational needs of the airport and may include non-traditional shifts, weekends, and holidays, virtually no flexibility is offered to accommodate other commitments or employment/academic schedules. However, under the Collective Bargaining Agreement, TSA does allow one way trades and shift trades to assist with schedules.

This airport is currently assessing candidates for full-time/part-time positions. The tour of duty for full-time is 40 hrs. per week; while part-time is 25 hrs. per week, consisting of 5 workdays with 5 hrs. per day during the morning/afternoon shifts. Specific shifts are assigned after new hires successfully complete their training and are subject to periodic adjustments.

TSA employees are considered emergency personnel and are expected to report for duty during inclement weather regardless of state and local restrictions on travel.

## CONTACT INFORMATION

If you have any questions, please contact the TSA HRAccess Help Desk by phone at 1-877-872-7990 or by email at [HelpDesk@mailserver-hraccess.tsa.dhs.gov](mailto:HelpDesk@mailserver-hraccess.tsa.dhs.gov). If you are hearing impaired and require assistance, please call our TTY line at 1-877-872-7992.

## COMMUTER INFORMATION

Offsite parking is available for TSA employees (paid by TSA). Limited public transportation to the airport is also available. Refer to [www.mbta.com](http://www.mbta.com) for transit schedules. Subsidies for transportation are offered at this location.

## ACTIVE DUTY MILITARY

If you are on active duty military service, are a reservist, or are a member of the National Guard who has been called to active duty, you must either be discharged or on terminal leave pending separation or released from active duty under honorable conditions prior to beginning employment with TSA.

## COLLECTIVE BARGAINING AGREEMENT

This position is in the bargaining unit for which the American Federation of Government Employees (AFGE) is the exclusive representative. Membership is voluntary. If you choose to join the union, dues are prorated.



## TRAINING AND TRAVEL REQUIREMENTS

Employment is contingent upon successfully completing the required training period and initial certification testing. Participation in training for both part-time and full-time employees is considered to be full-time, and you will be paid accordingly for the hours spent in training. Initial training is 4 weeks long: 2 weeks at the TSA Training Center in Chelsea, MA and 2 weeks at the Federal Law Enforcement Training Center (FLETC) in Glynco, GA, followed by 81 to 130 hours of on-the-job training (OJT), depending on required certifications. All applicable travel expenses associated with the training will be reimbursed in accordance with TSA Travel Policy. Please refer to the local FAQ for the training schedule.

## BENEFITS

A career with the U.S. Government provides employees with a comprehensive benefits package. As a federal employee, you and your family will have access to a range of benefits that are designed to make your federal career very rewarding. DHS offers competitive salaries and an attractive benefits package, including: health, dental, vision, life, and long-term care insurance; retirement plan; Thrift Savings Plan [Similar to a 401(k)]; Flexible Spending Account; Employee Assistance Program; personal leave days; and paid federal holidays. Other benefits may include: uniform allowance; health and wellness programs; transportation subsidies; and tuition reimbursement. DHS is committed to employee development and offers a variety of employee training and developmental opportunities. For more information, go to the website and select "Employee Benefits". Starting a career with TSA as a TSO may lead to promotion possibilities within DHS. Eligibility for benefits depends on the type of position you hold and whether your position is full-time, or intermittent. Contact the hiring agency for more information on the specific benefits offered.

## TSO DRESS AND APPEARANCE RESPONSIBILITIES

TSO uniforms are provided to employees by the agency. Employees must comply with a personal appearance standard that places restrictions on certain accessories and grooming while in uniform. This includes eyewear, jewelry, facial hair, hair, makeup, tattoos, and fingernails as well as the use of chewing gum, tobacco, and personal electronic devices.

## DUAL FEDERAL EMPLOYMENT RESTRICTION

TSA has a strict policy governing dual Federal employment that limits the number of hours that an employee can work to 40 hours or less per week. Only specific positions within the U.S. Postal Service, the U.S. Census Bureau, the National Oceanic and Atmospheric Administration, the U.S. Office of Personnel Management, and the Government of the District of Columbia qualify for an exception to this 40-hour limitation. In addition, dual employment cannot conflict with your official TSA duties, nor can it affect your fitness for duty or ability to report to work on time. Since TSA would be considered the primary employer for the purposes of scheduling work, assigning shifts, scheduling training, approving leave, etc., it is incumbent upon the employee to resolve any scheduling conflicts with the other Federal agency.

### Mission:

*Protect the Nation's transportation systems to ensure freedom of movement for people and commerce.*

### Vision:

An agile security agency, embodied by a professional workforce, that engages its partners and the American people to outmatch a dynamic threat.

### Core Values:

Integrity.

Respect.

Commitment.

### Workforce Expectations:

Hard work.

Professionalism.

Integrity.

### LOCAL AIRPORT CONTACT INFORMATION

TSA Recruitment and Assessment Center  
BOS\_Assessment@tsa.dhs.gov

#### Boston Office:

Building 11 (MA State Police Troop F)  
2 Service Road, 3<sup>rd</sup> Floor, Room 330A  
East Boston, MA 02128  
617-561-2048/2058  
Monday-Friday, 08:30-15:30

#### Hyannis Office:

480 Barnstable Road  
Hyannis, MA 02601  
508-775-3961  
Wednesday-Thursday, 09:00-14:00