JOB ANNOUNCMENT

Manager of ID Badging, BX16

Chicago Department of Aviation

I.D. Badging Section

Number of Positions: 1
(Additional vacancies possible pending budget approval)
Starting Salary: $78,768.00

Applications for this position will be accepted until 11:59pm CDT on October 30, 2026.

Under the general supervision of the Assistant Commissioner, manages administrative and clerical functions in support of the review and processing of applications and the issuance of identification (ID) badges providing access to restricted and non-restricted areas of the O'Hare and Midway Airport, facilities and airfields, and performs related duties as required.

ESSENTIAL DUTIES

- Supervises clerical and administrative staff at O'Hare International Airport and Midway International Airport responsible for the intake, review, and processing of applications for ID airport badges and appropriate access to airport facilities and airfields.
- Ensures staff follow established procedures in the review of information on applications, the verification of required identification documents and the proper scanning of documents into the department's automated badging system.
- Oversees staff with processing of CDA Citation hearings, sida badge revocation cases, new company set up, vehicle permits, etc. and in the fingerprinting of applicants using an electronic fingerprinting system, ensuring fingerprints are properly taken and transmitted to security vendors for criminal background checks and federal agencies for security threat assessment reviews.
- Receives reports from security vendors reviewing results from background investigations and providing clearance or denial of applications to remain abreast of the status of applications.
- Monitors day to day operations to ensure work processes flow smoothly and efficiently.
- Works with staff to resolve customer issues affecting or delaying the processing of applications.
- Responds to requests for information or assistance from federal and state agencies, airport tenants and airlines.
- Works with vendors to resolve problems with the automated badging system.
- Ensures staff receives required training relating to the security identification badging process.
- Ensures administrative rules and processes are followed in the processing and issuance of identification (ID) badges.
- Prepares reports on section's work activities and progress in meeting performance measures.
- Reviews operational procedures and prepares recommendations to improve effectiveness.

Additional duties may be required for this position

Location: O'Hare and Midway Airports
Days: Varies
Hours: Varies

THIS POSITION IS IN THE CAREER SERVICE

Qualifications

MINIMUM QUALIFICATIONS

Education, Training, and Experience

Nine (9) years of work experience in a fast-paced customer service operation, **OR**

Graduation from an accredited college with an Associate's degree, PLUS seven (7) years of work experience in a fast-paced customer service operation, of which two (2) years are in a supervisory role over customer service functions, **OR**

Graduation from an accredited college or university with a Bachelor's degree, PLUS five (5) years of work experience in a fast-paced customer service operation, of which two (2) years are in a supervisory role over customer service functions, **OR**

Graduation from an accredited college or university with a Master's degree or higher, PLUS four (4) years of work experience in a fast-paced customer service operation, of which two (2) years are in a supervisory role over customer service functions.

NOTE: Must be flexible to early and/or late meetings and occasional weekends.
NOTE: Must be flexible to travel to Both Airports, based on operational needs.
NOTE: This position requires a valid license at the time of hire.
NOTE: The candidates selected for hire must pass an airport background check and a Security Threat Assessment.

SELECTION REQUIREMENTS: This position requires an applicant to successfully complete an interview. The interviewed candidate(s) possessing the qualifications best suited to fulfill the responsibilities of the position will be selected.

APPLICATION EVALUATION: Initial evaluation will be based on information provided on the application and the documents submitted. Department of Human Resource staff will review applications after the final posting date. Staff will follow all required Employment/Hiring Plan provisions, federal, state and local laws, and Collective Bargaining Agreements when applicable. Staff will apply hiring preferences as required by the municipal code. Placement on an eligibility list is not an offer or guarantee of an interview nor employment with the City of Chicago.

COMMITMENT TO DIVERSITY: To further our commitment to hiring applicants with diverse experience the City of Chicago has adopted the following ordinances 2-74-020 and 2-74-075. The ordinances provide a preference to applicants who meet minimum qualifications and who are veterans of the Armed Forces, and/or residents of Socio-Economically Disadvantaged Areas (SEDA) and/or Chicago Public School (CPS) high school graduates to be referred to departments for consideration. ***These hiring preferences do not apply to bidders, as Collective Bargaining Agreements define the hiring process for bidders. For positions covered by a collective bargaining agreement, bidders will be considered before external candidates.*** To learn more about our hiring practices click here.

ALL REFERENCES TO POLITICAL SPONSORSHIP OR RECOMMENDATION MUST BE OMITTED FROM ALL APPLICATION MATERIALS SUBMITTED FOR CITY EMPLOYMENT.

The City of Chicago in an Equal Employment Opportunity and Military Friendly Employer.

The City of Chicago is committed to providing fair chance hiring and welcomes applicants with past convictions, recognizing the value of a diverse workforce and the potential for growth and positive change.

City of Chicago

Brandon Johnson, Mayor

Here is the link to the City of Chicago website:

https://chicago.taleo.net/careersection/100/jobsearch.ftl?lang

Job Search - Basic Search - Taleo

FOLLOW THE STEPS BELOW TO VIEW THE OPEN POSITION AT THE CDA

1. Visit flychicago.com/jobs or click the link above.
2. Click on the current open position at CDA.
3. Select the position – **Manager of ID Badging**

Manager of ID Badging (Both)
$78,768.00
Job #420589
10/16/26 - 10/30/26

1. The applicant must create a Candidate Profile to apply for the position. Once a profile is set up, the applicant will receive email alerts for new positions in the area of interest.
2. Job postings will remain online for a minimum of 14 business days.
3. All information must be completed on the application. The following documents should be attached (resume, cover letter, and transcripts.)