



Career Service Authority

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Aviation Customer Service Manager

GENERAL STATEMENT OF CLASS DUTIES

Performs second level supervisory work over first-line supervisors of aviation customer service work at concourse and terminal information booths, airport call center, and other public areas of the airport, providing information and problem resolution to aviation passengers and the public at Denver International Airport.

DISTINGUISHING CHARACTERISTICS

The Aviation Customer Service Manager performs second-level supervisory work over employees performing first-line supervisory duties and usually does not engage in the same work as the workers supervised. It is distinguished from the Aviation Customer Service Supervisor class who performs first-line supervisory duties over workers who perform aviation customer service work providing information and problem resolution to aviation passengers and the public at Denver International Airport.

Guidelines, Difficulty and Decision Making Level:

Guidelines are in the form of stated objectives for the section, unit, function or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs or projects in various stages of completion.

Level of Supervision Received and Quality Review:

Under managerial direction, the employee has personal accountability for carrying out the work objectives of an organizational unit or section within the scope of established guidelines and the mission of the agency or department. Employee is expected to resolve problems that arise in the normal course of the work. Work may be discussed with higher level supervisors and reviewed for soundness of judgment and feasibility of decisions.

Interpersonal Communications and Purpose:

Contacts of a non-prescribed nature involving the negotiation and resolution of non-routine problems encountered and where exceptional degrees of discretion and judgment and specialized knowledge are required in carrying out the programs and policies of an organization.

Level of Supervision Exercised:

Supervises two or more first-line supervisors.

ESSENTIAL DUTIES

Directs and supervises the work of subordinate supervisors and employees involved in providing passenger services for the airport.

Develops and implements aviation customer service operational policies in accordance with departmental, state, and/or federal aviation mandates and/or legislation and ensures policies are regularly evaluated in accordance with legislation, governmental requirements, and standards.

Develops and improves relationships among various airport work groups by encouraging, developing, and strengthening cooperation and leadership in inter-group relations and communications.

Assists in developing and managing the budget for the aviation customer service section and allocating funds in order to accomplish division goals and objectives.

Determines the priorities, goals, and objectives of the aviation customer service staff.

Oversees daily briefings with management, peers, airlines, Airport Operations, Transportation Security Administration, Federal Aviation Administration, Immigration & Customs Enforcement, Federal Inspection Services, Airport Security, contractors, and outside agencies, covering significant information events that may have an operational impact on the traveling public.

Implements and interprets policies and procedures developed by higher level managers. Develops, recommends and coordinates the implementation of new procedures for the assigned function.

Directs the development of performance evaluation standards for functions managed within the guidelines set by top management. Formally evaluates the work of directly subordinate supervisor and/or staff.

Receives formal and informal grievances and conducts preliminary discussions for settlement when necessary. Initiates disciplinary action for employees when necessary and assists lower level supervisors as required.

Develops and implements staff training and development programs that provide opportunities for individual employee growth and long range development of employees.

Performs other duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Leadership – Initiates and sustains action to accomplish the goals of an assigned area(s) by guiding and motivating others and gaining the confidence and active support of subordinates, peers, administrative staff from other organizations, internal and external customers, and

local stakeholder groups. Achieves voluntary commitment to shared values and goals and adapts leadership style to different situations.

Human Resource Management – Works with human resource staff to implement human resource policies to ensure accomplishment of organizational goals through effective recruitment, selection, training, performance appraisal, recognition, and corrective/disciplinary action, maintains effective employee relations, and complies with government/citywide regulations and policies.

Managing Diverse Workforce – Implements diversity policies for an assigned area(s), supports opportunities to recruit, develop, and retain a diverse workforce, and promotes teamwork, acceptance, and productivity among persons exhibiting cultural, ethnic, gender, and other individual differences.

Planning and Evaluating – Establishes objectives and strategies, identifies required resources, and develops plans for carrying out the work in a timely manner. Monitors and evaluates progress to ensure that policies are being implemented and adjusted as necessary to accomplish the organization's mission.

Oral Communication – Clearly communicates and explains organizational policies and work assignments to staff and communicates information about the assigned areas' activities to peers, higher-level managers, administrative staff of other organizations, and internal and external customers.

Written Communication – Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner appropriate for context, time, and place. Written materials are of a routine nature and affect the immediate assigned area(s).

Interpersonal Skills – Establishes and maintains constructive and cooperative interpersonal relationships with staff, peers, higher-level managers, staff from other organizations, internal and external customers, and local stakeholder groups to accomplish the department's mission. Adapts approach to different people and situations.

Conflict Management – Minimizes confrontations, disagreements, complaints, and grievances and resolves them in a constructive manner. Works with staff, higher-level managers, peers, administrative staff from other organizations, internal and external customers, and local stakeholder groups to generate areas of agreement and joint action.

Financial Management – Recommends, administers, allocates, negotiates, and monitors revenue and/or expenditures to ensure cost-effective management of an assigned area(s).

Decisiveness – Commits to action, even in uncertain situations, by making sound and timely decisions necessary to carry out programs, ideas, systems, or policies that affect an assigned area(s). Legal, public, and financial consequences are generally limited to the assigned area(s).

Problem Solving – Identifies and analyzes problems, uses sound reasoning to arrive at conclusions, finds alternative solutions to complex problems, and distinguishes between relevant and irrelevant information to make logical judgments.

Flexibility – Is open to new ideas, adapts to changing work situations and priorities by modifying existing plans and work methods that affect the assigned area(s), internal and external customers, and local stakeholder groups, and remains calm under pressure.

Self-Direction – Sets goals, takes initiative in implementing ideas, systems, or policies that affect an assigned area(s), manages time efficiently, encourages feedback, and invests in self-development.

Client Orientation – Applies quality management principles and processes for delivery of high-quality products and service(s) within an assigned area(s), meets routine demands of internal and external customers, and strives for continuous improvement.

Contracting and Procurement – Knowledge of various types of contracts, techniques for contracting or procurement, and contract negotiation and administration.

Team Building – Encourages and facilitates cooperation and open communication, promotes team work at all levels, cooperates with staff, higher-level managers, peers, administrative staff from other organizations, internal and external customers, and local stakeholder groups to accomplish the department's goals.

Internal Controls/Integrity – Follows guidelines to implement and maintain accounting and administrative controls for an assigned area(s) within an agency/department. Exhibits personal integrity, promotes ethical conduct by employees, and abides by the City's Code of Ethics.

Technical Competence – Is knowledgeable about the subject matter, procedures, requirements, regulations, and policies related to the area of responsibility. Provides expert advice to staff, higher-level managers, peers, administrative staff from other organizations, internal and external customers, and local stakeholder groups.

Information Management – Identifies a need for and knows where or how to gather information and organizes and maintains information or information management systems.

Knowledge of supervisory principles and practices sufficient to be able to perform a variety of supervisory functions.

Knowledge of budgeting principles and practices sufficient to be able to administer a budget to accomplish objectives.

Knowledge of airport service and resources sufficient to be able to assist the traveling public.

Knowledge of Federal and City laws, policies, and procedures sufficient to be able to monitor and report conditions in the airport that affect safety and security and create efficient passenger flow.

Skill in applying existing guidelines or creating new approaches to the development and modification of work plans, methods and procedures for the work unit or function.

Skill in prioritizing and scheduling work to allow for its efficient and effective completion.

Skill in communicating in stressful situations and with large groups.

Physical Demands:

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Sitting: remaining in the normal seated position.

Carrying: transporting an object usually by hand, arm, or shoulder.
Reaching: extending the hand(s) and arm(s) in any direction.
Handling: seizing, holding, grasping, or otherwise working with hands.
Fingering: picking, pinching, or otherwise working fingers.
Talking: expressing or exchanging ideas by means of spoken words.
Hearing: perceiving the nature of sounds by the ear.
Repetitive motions: making frequent movements with a part of the body.
Eye/hand/foot coordination: performing work through using two or more.
Vision Far Acuity: ability to see clearly at 20 feet or more.
Vision Near Acuity: ability to see clearly at 20 inches or less.
Depth Perception: ability to judge distance and space relationships.
Field of Vision: ability to see peripherally.
Accommodation: ability to adjust vision to bring objects into focus.

Working Environment:

Subject to varying and unpredictable situations.
Subject to many interruptions.
Pressure due to multiple calls and inquiries.

Education Requirement:

Bachelor's Degree in Business Administration, Public Administration, Sociology, Psychology, or a related field.

Experience Requirement:

Three years of supervisory experience in aviation customer service operations.

Education/Experience Equivalency:

A combination of appropriate education and experience may be substituted for the minimum education and experience requirements.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 09/16/1995

REVISED DATE: 03/08/2009

REVISED BY: Steve Adkison

CLASS HISTORY This class will replace the Aviation Passenger Service Section Supervisor established in September, 1995.