



Career Service Authority  
Aviation Operations Manager

Page 1 of 7

**GENERAL STATEMENT OF CLASS DUTIES**

Manages and controls field operations at the airport to ensure the efficient movement of aircraft and the safety of the traveling public.

**DISTINGUISHING CHARACTERISTICS**

Aviation Operations Manager is the second highest level day-to-day manager of airfield, ramp tower, communications center and terminal operations at Denver International Airport. It is distinguished from Ramp Tower Supervisor who supervises staff responsible for aircraft movement from terminal gates to taxiway and other aircraft movement areas. It is distinguished from other Assistant Aviation Operation Manager classes who report to and support the Aviation Operations Manager in the day-to-day management and control of airfield, ramp tower, and terminal operations of 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 are of a non-prescribed nature involving the negotiation and resolution of problems and where exceptional degrees of discretion, judgment, and specialized knowledge are required in carrying out the programs and policies of an organization.

***Level of Supervision Exercised:***

Supervises the operational activities of the Ramp Tower Supervisor and Assistant Aviation Operations Managers on duty and as assigned.

**ESSENTIAL DUTIES**

Manages and supervises field operations including the Aircraft Operating Area (AOA), terminal and parking facilities.

Supervises the work of Assistant Aviation Operations Managers and other staff involved in the efficient movement of aircraft and the safety and security of passengers.

Inspects airport facilities in accordance with city, state and federal regulations.

Operates and maintains a computerized airport security system.

Coordinates efforts in an emergency and handles security problems and other unusual situations.

Manages and directs snow removal operations at the airport.

Enforces airport security requirements in the terminal and concourses and on the airfield.

Plans, schedules, coordinates and assigns work and establishes goals and priorities for subordinate employees.

Develops the performance evaluation program for functions within the unit, monitors and documents employee performance, provides ongoing feedback regarding levels of performance, and formally evaluates employees in relation to performance.

Develops and monitors work teams or units and assigns staff to efficiently and effectively accomplish the division's goals and objectives.

Develops and implements staff training and development plans to provide cross training of employees, specific job related training, and other approaches to provide opportunities for staff flexibility and development.

Delegates responsibility and authority to subordinate staff.

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

Performs other related 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, Knowledge, & Skills:***

**Internal Controls/Integrity-** Assures that effective internal controls are developed and maintained to ensure the integrity of the organization.

**Oral Communication-** Expresses ideas and facts to individuals or groups effectively, makes clear and convincing oral presentations, listens to others and facilitates an open exchange of ideas.

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

**Conflict Management** – Minimizes confrontations, disagreements, complaints, and grievances between airport employees (City of Denver, tenants, vendors, and contractors) and resolves them in a constructive manner. Works with staff, higher-level managers, peers, and administrative staff of other organizations, internal and external customers of a localized functional and/or operational area, and local stakeholder groups to generate ideas of agreement and joint action.

**Written Communication-** Expresses facts and ideas in writing in a succinct and organized manner.

**Technical Competence-** Understands and appropriately applies procedures, requirements, regulations, and policies related to specialized expertise; maintains credibility with others on technical matters.

**Leadership-** Inspires, motivates and guides others toward goals; coaches, mentors and challenges staff, adapts leadership styles to various situations, models high standards of honesty, integrity, trust, openness and respect for individuals by applying these values daily.

**Flexibility-** Is open to change and new information; adapts behavior and work methods in response to new information, changing conditions or unexpected obstacles; effectively deals with pressure and ambiguity.

**Supervising a Diverse Workforce-** Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce. Implements diversity policies for subordinate staff; supports opportunities to recruit, develop and retain a diverse workforce; promotes teamwork, acceptance and productivity among diverse persons.

**Human Resources Management-** Empowers and mentors staff by sharing power and authority; develops lower levels of leadership; shares rewards with staff; ensures staff are appraised, developed, and are otherwise treated fairly.

**Interpersonal Skills-** Considers and responds appropriately to the needs, feelings and capabilities of others; adjusts approaches to suit different people and situations.

**Self Direction-** Demonstrates belief in own abilities and ideas; is self-motivated and results-oriented; recognizes own strengths and weaknesses; seeks feedback from others and opportunities for self-learning and development.

**Team Building-** Manages group processes; encourages and facilitates cooperation, pride, trust and group identity; fosters commitment and team spirit; works with others to achieve goals.

**Decisiveness-** Makes sound and well-informed decisions; perceives the impact and implications of decisions. Specifies goals and obstacles to achieving those goals, generates alternatives, considers risk and evaluates and chooses the best alternative in order to make a determination, draw conclusions or solve a problem.

**Reasoning** - Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

**Self Esteem** - Believes in own self-worth; maintains a positive view of self and displays a professional image.

**Integrity/Honesty** - Contributes to maintaining the integrity of the organization; displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; is trustworthy.

**Planning and Evaluating** - Organizes work, sets priorities, determines resource requirements; determines short- or long-term goals and strategies to achieve them; coordinates with other organizations or parts of the organization; monitors progress, evaluates outcomes.

**Organizational Awareness** - Knows the organization's mission and functions, and how its social, political, and technological systems work and operates effectively within them; this includes the programs, policies, procedures, rules, and regulations of the organization.

**Reading** - Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

**Attention to Detail** - Is thorough when performing work and conscientious about attending to detail.

**Legal, Government and Jurisprudence** - Knowledge of laws, legal codes, court procedures, precedents, legal practices and documents, government regulations, executive orders, agency rules, government organization and functions, and the democratic political process.

**Writing** - Recognizes or uses correct English grammar, punctuation, and spelling; communicates information in a succinct and organized manner; produces written information, which may include technical material that is appropriate for the intended audience.

**Decision Making** - Makes sound, well-informed, and objective decisions; perceives the impact and implications of decisions; commits to action, even in uncertain situations, to accomplish organizational goals; causes change.

**Administration and Management** - Knowledge of planning, coordination, and execution of business functions, resource allocation, and production.

**Memory** - Recalls information that has been presented previously.

**Public Safety and Security** - Knowledge of public safety and security; occupational health and safety; investigation and inspection; rules, regulations, precautions, and prevention techniques for protecting people, data, property.

**Creative Thinking** - Uses imagination to develop new insights into situations and applies innovative solutions to problems; designs new methods where established methods and procedures are inapplicable or are unavailable.

Knowledge of supervisory theories and methods sufficient to be able to perform a variety of supervisory functions.

Knowledge of airport operations sufficient to be able to direct, manage and control field operations.

Knowledge of safety and security practices sufficient to be able to coordinate and provide security.

Knowledge of safety practices and precautions sufficient to be able to supervise, train, and provide safety instructions to subordinates and others and to recognize and correct hazardous situations.

Knowledge of supervisory principles and practices sufficient to be able to establish and implement subordinates' performance evaluation programs.

Skill in ensuring departmental compliance with pre-established guidelines and objectives.

Skill in applying existing guidelines or creating new approaches to a variety of unprecedented and problematic situations for a unit or project.

Skill in maintaining security systems.

Skill in exercising initiative, judgment and decision making in solving problems and meeting the objectives of the unit or project.

Skill in coordinating and directing activities related to the work assignment.

Skill in exercising initiative, judgment and decision making in solving problems and meeting organizational objectives.

Skill in analyzing work functions and developing methodologies to ensure effective and efficient completion of the work assignment.

Skill in applying the principles of staff development to provide staff training and cross training.

Skill in developing and implementing policies and procedures related to the work assignment.

### ***Physical Demands***

Walking: moving about on foot.

Sitting: remaining in the normal seated position.

Lifting: raising or lowering an object from one level to another.

Carrying: transporting an object, usually by hand, arm, or shoulder.

Balancing: maintaining body equilibrium to prevent falling over.

Stooping: bending the body by bending spine at the waist.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Eye/hand/foot coordination: performing work through using two or more.

Far Acuity: ability to see clearly at 20 feet or more.

Near Acuity: ability to see clearly at 20 inches or less.

Depth Perception: ability to judge distances and space relationships.

Field of Vision: ability to see peripherally.

Accommodation: ability to adjust vision to bring objects into focus.

Color Vision: ability to distinguish and identify different colors.

Near Acuity: ability to see clearly at 20 inches or more

**Working Environment:**

Extreme Cold: temperature cold enough to cause marked bodily discomfort.  
Extreme Heat: temperature hot enough to cause bodily discomfort.  
Temperature Changes: variations in temperature from hot to cold.  
Wet: frequent contact with water or other liquid.  
Noise: sufficient to cause distraction or possible hearing loss.  
Hazards: conditions where there is danger to life, body, and/or health.  
Atmospheric Conditions: conditions that affect the skin or respiratory system.  
Exposed to hazards from electro/mechanical/power equipment  
Handles emergency or crisis situations  
Pressure due to multiple calls and inquiries  
Subject to hazards of flammable, explosive gases  
Subject to long irregular hours  
Subject to many interruptions  
Subject to varying and unpredictable situations

**Education Requirement:**

Bachelor's degree in Business Administration, Aviation Management, Political Science or a related field.

**Experience Requirement:**

Three years of experience of the type and at the level of Assistant Aviation Operations Manager in a medium or large hub civilian airport or military facility.

**Education/Experience Equivalency:**

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

**Licensure and/or Certification:**

Possession of a valid Colorado Class R Driver's License at the time of application.

Completion of a Career Service Authority supervisory training course prior to completion of the probationary period

**CLASS DETAIL**

|                          |                  |
|--------------------------|------------------|
| <b>FLSA CODE:</b>        | Exempt           |
| <b>ESTABLISHED DATE:</b> | 9/16/95          |
| <b>ESTABLISHED BY:</b>   | Monika MacRossie |
| <b>REVISED DATE:</b>     | 12/27/09         |
| <b>REVISED BY:</b>       | Steve Adkison    |

***CLASS HISTORY***

Class was updated into new spec format 12/09