



Career Service Authority

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Aviation Operations Representative Supervisor

GENERAL STATEMENT OF CLASS DUTIES

Supervises Aviation Operations Representatives and Aviation Emergency Dispatchers staffed in the Aviation Communications Center and provides a variety of support services to Aviation Operation Managers (AOM), Denver Police Department (DPD), Denver Paramedics, and other aviation divisions and management.

DISTINGUISHING CHARACTERISTICS

This class is distinguished from Assistant Aviation Operations Manager which assists the Aviation Operations Manager (AOM) in the management of field operations and monitors compliance with airport and federal regulations as its predominate duty.

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 general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

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 employees who do not supervise.

ESSENTIAL DUTIES

Supervises the enforcement of safety and security regulations for the airport.

Activates the Emergency Notification System. Ensures the timely notification of individuals and organizations assisting in the handling of airport emergencies.

Supervises airport-wide communications during crisis situations. Ensures compliance with the Airport Emergency Plan.

Oversees the issuance of Violation Notices to airport employees, tenants, and vendors that have violated Federal Aviation Regulations, Airport Security Plan, or Airport Rules and Regulations.

Implements and interprets policies and procedures developed by higher-level managers or supervisors. Assists in developing, recommending and coordinating the implementation of new procedures for the assigned functions or unit.

Allocates and maintains resources within the supervised function in accordance with work requirements and budget constraints.

Establishes and maintains preventive maintenance programs for communications center equipment.

Prepares written reports and records of work accomplished and provides information regarding new directives to employees of the work unit.

Receives training in managing field operations; safety and security compliance inspections; and managing, coordinating, and resolving airport emergencies, security problems and unusual situations. Responds to airfield emergencies and other airfield assignments as required by the Aviation Operations Manager (AOM).

Develops or modifies work plans, methods and procedures, determines work priorities and develops work schedules to provide adequate staff coverage. Provides work instruction and assists employees with difficult and/or unusual assignments; encourages innovation. Assigns and distributes work, reviews work for accuracy and completeness and returns assignments with recommendations for proper completion.

Conducts hiring interviews and selects candidate(s) for job opening(s).

Resolves problems encountered during daily operations and determines appropriate solutions; promotes teamwork. Encourages regular communication, informs staff of relevant business issues and their impact on the organization.

Develops the performance enhancement plan, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Develops and implements training and development plans and opportunities for subordinate staff.

Documents causes for disciplinary action and initiates letters of reprimand and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.

By position, participates in planning and managing budget systems; prepares and presents budget recommendations to higher management; adjusts work plans/activities as a result of budget changes.

Performs other related duties as assigned or requested.

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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.
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MINIMUM QUALIFICATIONS

Competencies, Knowledges & 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.

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 (for example, engineering, physical science, law, or accounting); 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 risks and evaluates and chooses the best alternative in order to make a determination, draw conclusions or solve a problem.

Conflict Management - Manages and resolves conflicts, confrontations, and disagreements in a positive and constructive manner to minimize negative personal impact.

Client Orientation - Anticipates and meets the needs of clients; achieves quality end-products; is committed to improving services.

Knowledge of supervisory principles and practices sufficient to be able to perform elements of full, formal supervision.

Knowledge of supervisory principles and practices sufficient to be able to develop an employee performance enhancement plan and determine priorities.

Knowledge of supervisory principles and practices sufficient to be able to determine the most appropriate course of action in responding to grievances and in problem resolution/developing alternatives.

Knowledge of federal, state, local and airport regulations to be able to ensure the safe and secure operation of the airport.

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 interviewing techniques sufficient to be able to select and hire appropriate personnel for positions or provide recommendations to supervisors.

Knowledge of budgeting principles and practices sufficient to be able to assume budgetary responsibilities as required.

Knowledge of maintenance principles and practices sufficient to be able to establish preventive maintenance and repair programs.

Skill in coordinating and directing activities related to the division.

Skill in exercising initiative, judgment, and decision making in solving problems and meeting organizational 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 reviewing work for accuracy and completeness.

Skill in maintaining and organizing files, records and documents.

Skill in filling out forms and completing paperwork relative to the work assignment.

Skill in writing reports and briefing subordinates and management.

Skill in analyzing and resolving problems related to the work assignment.

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

Skill in establishing and maintaining effective working relationships with other employees, organizations and the public.

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

Skill in evaluating the effectiveness of existing methods and procedures and making recommendations for modifications or improvements.

Skill in applying the principles of staff training and cross training.

Physical Demands:

Sitting: remaining in the normal seated position.

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

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

Feeling: perceiving attributes of objects by means of skin receptors.

Talking: expressing or exchanging ideas by means of the 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.

Working Environment:

Handles emergency or crisis situations.

Subject to long, irregular hours.

Subject to many interruptions.

Subject to stressful, varying and unpredictable situations.

Education Requirement:

Two years of college in aviation management or related field.

Experience Requirement:

Two years of experience of the type and at the level of Aviation Operations Representative or Aviation Emergency Dispatcher.

Education/Experience Equivalency:

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

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

FLSA CODE: Exempt

ESTABLISHED DATE: 09/16/1995

REVISED DATE: 09/01/2004

REVISED BY: Jerome Cooper

CLASS HISTORY The minimum education requirement was changed to match a similar change to the Aviation Operations Representative job description.