



Career Service Authority

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Concession and Asset Supervisor

GENERAL STATEMENT OF CLASS DUTIES

Supervises contract or property administrators, administers the operations of a contract negotiation/asset management unit, and monitors concession contract and land management revenues.

DISTINGUISHING CHARACTERISTICS

This class is unique to Denver International Airport and is not related to any other class or class series.

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 administrative supervision, the employee has personal accountability for carrying out an assigned function, program, or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy, and conformance to policy.

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 professional and sub professional employees.

ESSENTIAL DUTIES

Directs and supervises the initiation, negotiation, implementation, and monitoring of contractual and use agreements for the City to assure effective delivery of goods and services.

Supervises the research and analysis of financial data and preparation of statistical reports on current financial developments, including complex market studies, and estimates and forecasts of revenue and expenses.

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.

Administers contracts and contract renewals for concessions, services, or construction projects, and develops policies for contractual parameters, types of concessions and services, space allocation and construction requirements, and tenant guidelines.

Coordinates and moderates pre-proposal conferences, and reviews proposals and financial information submitted. Prepares and presents information on contract policies and procedures to contractors, city departments, and concession operators.

Some positions supervise the management and operation of airport farms, and residential and commercial properties, including lease agreements, maintenance and repair, and screening of potential clients.

Assists in the development of departmental budgets.

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

Resolves problems encountered by employees during the course of the assignment.

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.

Delegates responsibility and authority to subordinate staff

Develops and ensures the implementation of staff training and development programs which provide opportunities for individual employee growth, continuity of work flow during employee absences, and long range development of employees.

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

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, 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.

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.

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

Knowledge of supervisory principles and practices sufficient to be able to delegate work and responsibility appropriately.

Knowledge of finance sufficient to be able to manage and perform a variety of functions related to the work assignment.

Knowledge of contract administration sufficient to be able to manage all phases of contract agreements.

Knowledge of property management sufficient to be able to supervise and administer the operation of properties.

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

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

Knowledge of employee development principles and practices sufficient to be able to ensure long range success of the organization by incorporating cross training, delegation, mentoring, job specific training, and other principles into the daily work of the organization.

Skill in negotiating sufficient to be able to direct negotiations.

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

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

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

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

Skill in utilizing the principles and practices of effective and persuasive communications to elicit and/or present explanatory or interpretive information.

Skill in examining documents for completeness, accuracy and compliance to stated requirements.

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

Physical Demands (Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs):

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.

Climbing: ascending or descending objects usually with hands/feet.

Balancing: maintaining body equilibrium to prevent falling over.

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 with 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.
Lifting: Raising or lowering an object up to 10 pounds.
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:

Atmospheric Conditions: conditions that affect the skin or respiratory system.
May be exposed to extremes of heat and cold in all weather conditions.
Pressure due to multiple call and inquiries.
Subject to long irregular hours.
Subject to many interruptions.

Education Requirement:

Bachelor's degree in Business Administration, Public Administration, Accounting or a related field.

Experience Requirement:

Two years of professional experience performing research and financial analysis, and contract or asset administration.

Education/Experience Equivalency:

A combination of appropriate education and experience will substitute for the minimum education and experience requirement.

Licensure and/or Certification:

Some positions require 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

<i>FLSA CODE:</i>	Exempt
<i>ESTABLISHED DATE:</i>	9/16/95
<i>ESTABLISHED BY:</i>	Janell Flaig
<i>REVISED DATE:</i>	12/20/09

REVISED BY:

Steve Adkison

CLASS HISTORY

12/20/09: Class was updated into present format.