



Career Service Authority  
Landside Service Supervisor

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### **GENERAL STATEMENT OF CLASS DUTIES**

Supervises employees who ensure safe and efficient flow of people using airport parking and ground transportation facilities by monitoring contract compliance of commercial carriers and parking contractors, providing airport passengers and employees with assistance on the availability of ground transportation and parking options, inspection of the airport facilities, and issuing citations for violations.

### **DISTINGUISHING CHARACTERISTICS**

Landside Service Agent I is distinguished from Landside Service Supervisor in that it is standard level work performing parking permit sales, collection of fees, monitoring parking vendor performance, inspection of parking areas, and issuing citations at Denver International Airport. Landside Service Agent II is distinguished from Landside Service Supervisor in that it performs full performance level work ensuring safe and efficient flow of people using airport parking and ground transportation facilities by monitoring contact compliance of commercial carriers and parking contractors, providing airport passengers and employees with assistance on the availability of ground transportation and parking options, inspection of the airport facilities, and issuing citations for violations.

#### ***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 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 full time employees who do not supervise.

**ESSENTIAL DUTIES**

Supervises the work of Landside employees engaged in providing ground transportation and parking service to airport passengers, employees, and the general public.

Acts as liaisons with contractors responsible for parking and ground transportation services. Attends regular meetings with contractors to facilitate communication that identifies and resolves operational issues.

Prepares monthly revenue reports indicating monies collected from AVI taxi gate and monitors the preparation of collections of cash deposits to the finance department.

Represents organization at the Incident Command Center (ICC) during airport incidents and emergencies that require coordination of efforts by the entire airport.

Researches, compiles facts, and makes recommendations for items purchased by the organization, requisitions materials, supplies, and replacement parts. Monitors inventory of materials and supplies and assists with surplus of equipment and furniture.

Addresses problems with the AVI System and coordinates repairs with the maintenance contract holder as necessary.

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.

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:***

**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.

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

**Influencing/Negotiating** – Persuades others to accept recommendations, cooperate, or change their behavior; works with others towards an agreement; negotiates to find mutually acceptable solutions.

**Conflict Management** – Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact

**Stress Tolerance** – Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations)

**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

**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, and property

**Legal, Government, and Jurisprudence** – Knowledge of laws, legal codes, court procedures, precedents, legal practices and documents, government regulations, executive order, agency rules, and government organization and functions.

**Customer Service** – Works with customers to assess needs, provide assistance, resolve problems, satisfy expectations; knows products and services; is committed to providing quality products and 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.

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 reviewing work for accuracy and completeness.

***Physical Demands:***

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 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.  
Standing: remaining on one's feet in an upright position.  
Walking: moving about on foot.  
Carrying: transporting an object, usually by hand, arm, or shoulder.  
Balancing: maintaining body equilibrium to prevent falling over.  
Handling: seizing, holding, grasping, or otherwise working with hand(s).  
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.  
Lifting: raising or lowering an object 10-25 pounds.

***Working Environment:***

Pressure due to multiple calls and inquiries.  
Subject to many interruptions.  
Subject to varying and unpredictable situations.  
Extreme Cold: temperature cold enough to cause marked body discomfort.  
Extreme Heat: temperatures hot enough to cause bodily discomfort.  
Hazards: exposed to vehicle emissions.  
Noise: sufficient to cause distraction.

***Education Requirement:***

Graduation from high school or possession of GED certificate.

***Experience Requirement:***

Three years experience of the type and at the level of a Landside Customer Service Agent II.

***Education/Experience Equivalency:***

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

***Licensure and/or Certification:***

Completion of a Career Service Authority supervisory training course prior to completion of the probationary period. Possession of a valid Colorado Class "R" Driver's License at the time of application.

**CLASS DETAIL**

**FLSA CODE:** Exempt

**ESTABLISHED DATE:** 09/16/1995

**REVISED DATE:** 09/23/2007

**REVISED BY:** Steve Adkison

**CLASS HISTORY** This is an update of the Landside Operations Supervisor class. The duties have been updated and the title changed to reflect the changes of duties. The positions are located at Denver International Airport.