



## Career Service Authority

### Ramp Tower Supervisor

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

Performs supervisory work over airport employees stationed in the ramp tower at Denver International Airport responsible for safe and efficient movement of aircraft to and from concourse gates and taxiways.

#### **DISTINGUISHING CHARACTERISTICS**

This class reports to the duty Aviation Operations Manager in charge of airfield operations. It supervises Assistant Aviation Operations Manager – Airfield and Ramp Tower employees who are assigned to the ramp tower performing duties associated with aircraft movement from terminal gates to taxiways and other aircraft movement areas. The class reports to the Ramp Tower Manager for administrative purposes.

#### ***Guidelines, Difficulty and Decision Making Level:***

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices or precedents may be discussed with the supervisor before being initiated.

#### ***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 remedial nature involving the resolution of problems and where some degree of discretion and judgment are required in carrying out a major program and/or function of the organization.

***Level of Supervision Exercised:***

Performs supervisory work over employees stationed in the ramp tower at Denver International Airport.

**ESSENTIAL DUTIES**

Performs supervisory work over employees responsible for movement of aircraft to and from gates and taxiways.

Coordinates aircraft movements with the FAA Tower, Airlines, deice companies, city agencies, or any other entity necessary to ensure the smooth operation of ramp tower functions. Identify and coordinate corrective action for non-movement area abnormalities such as construction activities, aircraft conflicts, and aircraft emergencies.

Coordinates special operations on ramp areas involving snow emergencies, snow removal operations, severe thunderstorms, low visibility conditions, and VIP operations. Recommends optimal cargo aircraft and overnight parking of other aircraft in ramp areas.

Assists the Aviation Operations Manager in managing, coordinating, and resolving airport emergencies, security problems, and unusual situations.

During deice events, coordinates movements of aircraft with airlines, deice companies, and other agencies while ensuring the proper deice procedures are followed.

Reads, interprets and enforces Federal Aviation Regulations (FAR) and city and airport rules and directives.

Monitors the gate management system software and makes appropriate changes to reflect actual gate usage. Resolves and reports any inaccuracies or problems to operations management.

Assists the airlines and ground handlers in keeping the information in the gate management system software accurate and up-to-date.

Assists operations management in performing administrative duties related to the gate management software system.

Assists the staff Aviation Operations Manager in charge of airfield construction with coordination of construction activities.

Develops or modifies work plans, methods, and procedures; determines work priorities and coordinates work schedules with Operations Management to provide adequate staff coverage. Provides work instruction and assists employees with difficult or unusual assignments. Assigns daily duties and ensures effective time usage including breaks and shift coverage. Distributes special projects and 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.

Performs other 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:***

**Integrity/Honesty** – Displays a high standard of ethical conduct and understands the impact of violating these standards on an organization, self and others; chooses an ethical course of action; is trustworthy.

**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.

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

**Technical Competence** – Uses knowledge that is acquired through formal training and/or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

**Leadership** – Interacts with others to influence, motivate, and challenge them; adapts leadership styles to a variety of situations.

**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 ambiguity.

**Leading a Diverse Workforce** – Implements diversity policies for subordinate staff; supports opportunities to develop and retain a diverse workforce; promotes teamwork, acceptance and productivity among diverse persons.

**Managing Human Resources** – Plans, distributes, coordinates, and monitors work assignments; evaluates work performance, provides feedback on performance; ensures staff are appropriately utilized and developed, and are treated in a fair and equitable manner.

**Interpersonal Skills** – Shows understanding, courtesy, tact, empathy, concern; develops and maintains relationships; may deal with people who are difficult, hostile, distressed; relates well to people from varied backgrounds and situations; is sensitive to individual differences.

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

**Self Management** – Sets well-defined and realistic personal goals; displays a high level of initiative, effort and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.

**Teamwork** – Encourages and facilitates cooperation, pride, trust and group identity; fosters commitment and team spirit; works with others to achieve goals.

**Decision Making** – 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.

**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 basic aviation and airport control procedures sufficient to be able to provide safe coordination of various areas of the airport and aircraft.

Knowledge of Federal Aviation Regulations sufficient to be able to ensure compliance by airlines, tenants, and other users 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 gate management software systems sufficient to be able to monitor activity and make appropriate changes to ensure accurate records.

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

Knowledge of supervisory principles and practices sufficient to be able to contribute to the development of an employee performance plan and document performance.

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 interpreting and enforcing city, state, and federal regulations.

Skill in the simultaneous use of several radio frequencies sufficient to be able to provide and receive information from airport, FAA, airline, and other personnel.

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

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

Skill in reviewing work for accuracy and completeness.

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:***

Walking: moving about on foot

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

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. Talking in a composed professional manner using multiple radio frequencies during normal and emergency operations.

Hearing: perceiving the nature of sounds by ear. Monitoring and understanding information from multiple radio frequencies simultaneously during normal and emergency operations.

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

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

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.

### ***Working Environment:***

Handles emergency or crisis situations

Pressure due to multiple calls and inquires

Subject to long irregular hours

Subject to many interruptions

Subject to varying and unpredictable situations

### ***Education Requirement:***

Baccalaureate Degree in Business Administration, Aviation Management, Political Science, or a related field.

### ***Experience Requirement:***

Two 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 which must have included assignments involving the coordination of aircraft movement from gates to taxiways.

***Education/Experience Equivalency:***

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

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

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

**CLASS DETAIL**

***FLSA CODE:*** Non-exempt

***ESTABLISHED DATE:*** 05/01/2006

***REVISED DATE:*** 04/20/2008

***REVISED BY:*** Steve Adkison

***CLASS HISTORY:*** Class was originally created as Ramp Tower Lead. Class is being revised because of addition of supervisory duties.