



Office of Human Resources Airport Commercial Director – CX3150

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General Statement of Duties

Directs a commercial revenue division at Denver International Airport which includes contributing to the development of annual and multi-year work plans and strategies, ensuring resources are available to achieve work plans, resolves complex business issues, and establishes management practices and processes that ensure the adherence and accomplishment of performance standards and aligning with city and airport business development strategies and priorities.

Distinguishing Characteristics

This class directs a commercial revenue program or division at Denver International Airport. Major airport revenue programs include retail, food and beverage, commercial property, car rental, parking, and ground transportation businesses, as well as airline affairs.

The Director is a mid-level management class. A Director manages a division and is responsible for supervising managers, supervisors, and individual contributors. A Director position is operationally and functionally focused as well as strategically focused.

The Airport Commercial Manager manages, coordinates, and controls commercial revenue programs at Denver International Airport which includes implementing work plans based on annual goals and the strategic plan, resolving citizen, operational, and management issues, and achieving goals while ensuring resources are used appropriately and aligning with city and airport business development strategies and priorities.

The Senior Director Aviation directs the business functions within a division that include developing annual and multi-year work plans and strategies. Ensures resources are available to achieve work plans and strategies, resolves complex business issues, and establishes management practices and processes that ensure the accomplishment of performance standards.

Essential Duties

Develops financial and business planning and analysis, including annual and multi-year work plans and strategies to meet business needs of the Denver International Airport. Defines, monitors, and maintains performance metrics for the functional area. Oversees and performs market research in the program area.

Directs, monitors, and implements strategies for the most efficient revenue programs within the airport. Develops and leads the implementation of goals, policies, procedures, and work standards to ensure success.

Cultivates and maintains the relationship between the airport and internal and external stakeholders. Serves as the city representative with a variety of tenants, public, business, community organizations, elected or appointed officials, and other city entities. Fosters collaborative relationships to the benefit of the airport.

Creates and administers revenue-generating development activities and development for the airport and integrates workgroup procedures across work areas for consistency. Participates in space planning and redevelopment opportunities within the airport.

Directs the contract process for program area, including a request for qualifications, request for information, and request for quotes (RFx). Performs lease management of tenants.

Develops and monitors the budget and financial well-being by analyzing cost-effectiveness. Directs cost control activities.

Coordinates the functional activities of the division to ensure compliance with applicable city, state, or federal programs.

Communicates business and work area plans and goals to managers or supervisors to secure buy-in. Reviews, approves, and implements recommended changes to policies and lead the development of process and operational improvements.

Prioritizes and allocates resources to achieve strategies. Utilizes resources to develop or expand services and operation. Ensures resources are used appropriately and do not exceed the established budget without approval.

Resolves sensitive, controversial issues by making decisions that are inclusive of multiple perspectives.

Develops goals, documents performance, provides performance feedback, and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Resolves escalated employee or citizen complaints, including long-term resolutions in problem areas.

Selects, trains, develops, and evaluates subordinate staff. Makes decisions on hiring, terminations, promotions, and disciplinary actions as required.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

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.

Competencies

Analyzing and Interpreting - Analyzes complex information and applies expertise to produce high-quality work products.

Thinking Strategically - Thinks strategically and promotes best practices and leading-edge ideas.

Deciding and Initiating Action - Takes responsibility for actions, projects, and people; makes quick, clear decisions which may include tough choices, after considering risks.

Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

Persuading and Political Influence - Gains clear agreement and commitment from others by persuading, convincing, and negotiating. Sensitive to political influence and processes.

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

Knowledge & Skills

Knowledge of planning, coordination, and execution of business functions, resource allocation, and production.

Knowledge of several types of contracts, techniques for contracting or procurement, and contract negotiation and administration.

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.

Skill in developing an independent vision, investment, or course of action to achieve the organization's goals. Create a business plan, analyze financial implications, review the impact on operational processes, and communicate the vision effectively.

Knowledge of business planning and analysis, airport revenue programs, airport passenger demographics, retail industry trends, and business development.

Level of Supervision Exercised

Directs functions within a commercial or revenue division by supervising managers, supervisors, and other individual contributors.

Education Requirement

Bachelor's Degree in Business Administration, Management, or a related field based on a specific position.

Experience Requirement

Five (5) years of experience managing in retail, food and beverage, commercial property, car rental, parking and ground transportation businesses, airline affairs, or a related industry, which must have included management of subordinate supervisors.

Education & Experience Equivalency

Two (2) years of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

By position, requires a valid Driver's License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

Working Environment

Pressure due to multiple calls and inquiries.
Subject to many interruptions.
Subject to varying and unpredictable situations.
Subject to long irregular hours.
Subject to traffic, roadways, and pedestrians.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

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

Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.

Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.

Hearing: Perceiving and comprehending the nature and direction of sounds.

Lifting: Moving objects weighing no more than 10 pounds from one level to another.

Repetitive motions: Making frequent or continuous movements.

Sitting: Remaining in a stationary position.

Talking: Communicating ideas or exchanging information.

Background Check Requirement

Criminal Check

Employment Verification

Education Check

By position, Motor Vehicle Record

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: EX-17

FLSA Code: Y

Established Date: 6/23/2019

Established By: BM

Revised Date: 9/8/2024

Revised By: SO

Class History: 11/27/2022 - Revised pay grade as a result of CN1746; 7/1/24 – Revised Experience Requirement; 9/8/24 – Revised Job Family/Job Code.