



Office of Human Resources  
Airport Communications Center Specialist – CX2928  
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### General Statement of Duties

Performs specialized emergency dispatch and communications work in the communications center at Denver International Airport and performs lead work over Airport Operations Representatives and/or Airport Emergency Dispatchers.

### Distinguishing Characteristics

This class is distinguished from the Airport Operations Representative, who provides a variety of operational support services for the daily operation of the airport in the airport communications center, aircraft operations area, and terminal facilities. This class is distinguished from the Airport Emergency Dispatcher, who performs public contact work receiving and dispatching emergency calls at Denver International Airport who are requesting emergency services while monitoring response and using criminal databases to assist law enforcement personnel.

### Essential Duties

Responsible for maintaining, coordinating, controlling, and directing airport operations and/or airport emergency related communications in a centralized working environment through the use of various technical and computerized systems, phones, and radios.

Monitors, reacts, and directs efforts and resources required to maintaining, preserving, and enforcing agency rules and federal regulatory requirements to the safety and security of the airport.

Receives, enters, processes, and returns law enforcement queries on persons and property, and monitors national information database.

Monitors, gathers, and accurately documents airport related concerns, issues, and events in a chronological, fact-based, and objective process using various computerized systems and methods.

Constantly maintains awareness of all systems, alarms, and monitoring devices used in a centralized environment to ensure continuity and safety of operations for the airport, its employees, and the traveling public.

Provides positive customer service experience through use of professional, courteous, and tactful contact skills.

Collaborates, supports, and augments with Airport Emergency Dispatchers and/or Airport Operations Representatives in the performance of those duties as needed during airport events that create significantly increased workloads.

Performs assigned projects that require detailed knowledge of the Communications Center processes and procedures.

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**

Customer Service - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

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.

Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Listening - Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

Working with People - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict.

**Knowledge & Skills**

Knowledge of basic police procedures and assignments sufficient for effective prioritization of dispatch units and for maintenance of sufficient protection within all sectors.

Knowledge of normal patrol or response areas or assigned locations and airport's geography sufficient to be able to determine and ensure continuous coverage within all sectors and to provide direction to mobile units in route to an emergency.

Skill in determining the seriousness of an emergency and knowing when to notify appropriate authority as necessary.

Skill in reacting calmly and effectively in emergency and stressful situations.

Skill in multi-tasking a variety of functions, media, conversations, and other environmental factors.

**Level of Supervision Exercised**

By position, performs lead work over Airport Emergency Dispatchers and/or Airport Operations Representatives.

**Education Requirement**

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

**Experience Requirement**

Two (2) year of experience working in a high volume emergency communications center at the type and level of Airport Emergency Dispatcher and/or Airport Operations Representation.

**Education & Experience Equivalency**

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

**Licensure & Certification**

Must pass an initial pre-security clearance screening to obtain an OSN (Operator Security Number) from CBI (Colorado Bureau of Investigation) through successful completion of a certification as a condition of employment. Must take and pass an online test every two years to maintain certification.

By position, may require a Colorado Class "R" Driver's License by the completion of probation.

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

**Working Environment**

Potential exposure to unpleasant incidents (accidents, injuries and illness).  
 Subject to varying and unpredictable situations.  
 Handles emergency or crisis situations.  
 Subject to many interruptions.  
 Pressure due to multiple calls and inquiries.  
 Requires judgment and action in life threatening situations.  
 Shift work with varying days off, works holidays and weekends, subject to changing work schedule and extended shifts.  
 Work is primarily performed in a confined workspace and requires wearing a headset.  
 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.):

Color vision: Ability to distinguish and identify different colors.  
 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.  
 Standing: Remaining in a stationary position.  
 Talking: Communicating ideas or exchanging information.  
 Vision Far Acuity: Ability to perceive or detect objects clearly at 20 feet or more.  
 Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.

**Background Check Requirement**

Criminal Check  
 Employment Verification  
 By position, Motor Vehicle Record  
 Additional background check screenings done by DEN/DIA Security

**Assessment Requirement**

None

**Probation Period**

Six (6) months.

**Class Detail**

**Pay Grade: NE-17**

**FLSA Code: N**

**Established Date: 9/21/2018**

**Established By: LS**

**Revised Date: 9/8/2024**

**Revised By: SO**

**Class History: 6/11/19 - Updated working environment verbiage; 11/17/2022- Revised general statement of duties, essential duties, and experience requirement; 6/25/2023- Pay grade revised as a result of CN1771; 9/8/24 – Revised Job Family/Job Code.**