



Office of Human Resources  
Airport Conveyance Systems Director – CX3525

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### General Statement of Duties

Directs the technical conveyor operational system functions within a division at Denver International Airport. Includes development of annual and multi-year work plans and strategies, ensuring resources are available to achieve work plans, and establishing management practices and processes that ensure the accomplishment for performance standards. Responsible for leading complex technical projects and initiatives that have a broad impact on the airport by developing and implementing strategies, developing KPI's and developing and improving innovative technologies and systems to improve automated systems at Denver International Airport.

### Distinguishing Characteristics

This classification is a combination of an operational and strategic leader. This classification is airport specific and responsible for directing and managing complex technical operations, projects, and initiatives within a division. Responsible for leading complex technical projects and initiatives that have a broad impact on the airport by developing and implementing strategies, developing KPI's and developing and improving innovative technologies and systems to improve automated systems at Denver International Airport. Leads a team of full performance professional level technical positions that work on large and complex baggage handling and/or passenger conveyance operations, maintenance, and projects that are specific to the airport operations.

### Essential Duties

Develops and implements multi-year strategic work plans for baggage handling or passenger conveyance services to meet the evolving needs of the airport and its passengers. Develops and directs the implementation of goals, objectives, policies, procedures, and work standards to ensure success.

Provides guidance and support for employees and contractors engaged in the operation, maintenance, software, and hardware support for automated baggage and/or passenger conveyance systems.

Directs the daily operations and maintenance of baggage handling or passenger conveyance systems to ensure smooth and efficient handling of passenger luggage. Establishes and maintains quality assurance procedures to ensure the highest standards of baggage handling accuracy, safety, and security.

Evaluates and implements innovative technologies and systems to improve conveyance efficiency, such as automated sorting systems, baggage tracking technologies, and improved controls infrastructure.

Collaborates with airport stakeholders to enhance customer service initiatives related to conveyance operations addressing passenger concerns and feedback.

Provides leadership and direction to a team of managers, supervisors, and staff involved in operations, fostering a culture of excellence, teamwork, and accountability.

Establishes key performance indicators (KPIs) and metrics to monitor and evaluate performance. Implements continuous improvement initiatives. Fosters a culture of innovation and excellence within the technical operations team.

Develops and manages the departmental budget, optimizing resource allocation to achieve operational excellence while controlling costs and ensuring fiscal responsibility.

Identifies potential risks and develops contingency plans to minimize disruptions to operations.

Ensures compliance with all relevant regulations and safety standards related to operations, including TSA and IATA regulations.

Oversees relationships with third-party vendors and contractors responsible for operations and maintenance while ensuring adherence to contractual terms and expected quality standards.

Ensures compliance with relevant industry regulations, codes, and safety standards governing the operation and maintenance of passenger conveyance systems, overseeing management of regular inspections and audits.

Develops and implements comprehensive emergency response plans for the APM, elevators, escalators, and power walks to minimize downtime and ensure passenger safety during critical incidents.

Monitors system performance metrics, analyze data trends, and identify areas for improvement to enhance reliability, efficiency, and passenger experience.

Provides leadership and guidance to technical operations staff, including training programs and professional development initiatives to maintain a skilled workforce capable of effectively managing and maintaining passenger movement systems.

Prioritizes and allocates resources to achieve strategies. Provides technical expertise of emerging technologies and industry best practices to identify opportunities for system upgrades, modernization, and the integration of innovative solutions to enhance operational efficiency and passenger satisfaction.

Collaborates with internal and external stakeholders to ensure effective communication and coordination of activities related to the APM and conveyances.

## Competencies

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

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

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

**Influencing** - Collaborates with, persuades, and influences others.

**Persuading and Political Influence** - Gains clear agreement and commitment from others by persuading, convincing and negotiating. Makes effective use of political processes to influence others.

**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.

## Knowledge & Skills

Knowledge of the Federal Aviation Regulations and other Federal, State, and local regulations that affect maintenance and operations of an airport.

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

Ability to effectively participate in multiple projects or project capacities.

Ability to perform objective analyses and re-engineering of business processes to maximize quality service and cost-effectiveness.

Knowledge of the concepts, principles, theories, and methods required to plan, design, construct, operate, and maintain logistics and people conveyance systems such as baggage handling conveyors, baggage individual carrier systems, escalators, power walks, elevator, and automated people movers.

Knowledge of the principles, methods, and tools for conducting performance assessment to enhance and validate project performance and user acceptance.

**Level of Supervision Exercised**

Directs a division of a department or oversees a small office or independent agency by supervising managers, supervisors, and may supervise individual contributors.

**Education Requirement**

Bachelor’s degree in engineering or related field based on a specific position(s).

**Experience Requirement**

Five (5) years of experience at the type and level of functional, technical, or operational management, which must have included management of subordinate supervisors with experience including budget and fiscal oversight, evaluation of business process, policy development and implementation, and decision-making experience with planning and organizing multiple projects, operations, or functions.

**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-18

**FLSA Code:** Y

**Established Date:** 10/27/2024

**Established By:** AOF

**Revised Date:**

**Revised By:**

**Class History:** New classification.