



Office of Human Resources  
Airport Emergency Operations Specialist – CX3202

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### General Statement of Duties

Performs specialized level work to develop, test, and evaluate procedures to optimize preparedness to respond to any emergency or disaster at Denver International Airport.

### Distinguishing Characteristics

This position is within the Airport Operations division of Denver International Airport. This class is distinguished from other classifications at the airport or citywide by the level of specialization and expertise within the airport industry.

### Essential Duties

Coordinates with internal and external stakeholders in the development of airport emergency, irregular operation response, and business continuity plans. Implements the Incident Command System and serves as the Incident Commander or Emergency Operations Center (EOC) Manager during emergencies or incidents.

Oversees the airport's emergency response and recovery process entailing the command, control, and coordination method. Disseminates Emergency Notification System messages, briefs senior leadership, and the Senior Manager On-Call are briefed and continually informed and coordinates public (media) messaging with the Public Information Officer.

Implements and coordinates the airport Snow and Ice Control Plan, including monitoring weather conditions, discussing forecasts with weather forecasters, and holding pre-snow briefings with stakeholders to determine response level and staffing requirements. Coordinates the aircraft arrival rate affecting the National Airspace System.

Maintains a working knowledge of Transportation Security and Federal Aviation Administration regulations and ensures airport compliance.

Designs, trains, and conducts emergency exercises and drills.

Builds relationships and communicates with airport employees at all levels of management including executive staff, airlines and tenants, terminal, maintenance, and contract personnel to gather information and build networks of cooperation across the airport community.

Performs quality assurance and quality control initiatives to ensure administrative and procedural activities undertaken to fulfill goals.

Coordinates the development of the Airport Emergency Plan, policies and procedures, standard operating guidelines, checklist, and various emergency notification contact lists.

Researches, recommends, procures, and assesses resource solutions, including people, equipment, services, and software, that will optimize overall emergency preparedness.

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

Attention of Detail – Is thorough when performing work and conscientious about attending to detail.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Decision Making – Makes sound, well informed, and objective decisions, perceives the impact and implications of decisions, commits to action, even in uncertain situations, to accomplish organizational goals, causes change.

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.

Technical Competence - Uses knowledge that is acquired through formal training 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.

### Knowledge & Skills

Public Safety and Security — Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Knowledge of airport runway, taxiways, terminal, vehicle service roads, emergency response roads (airside and landside), tunnels/baggage areas, train system, and access points, gate areas, hangars, and other facilities within the airport sufficient to be able to manage operations and emergency events.

Knowledge of airport operations sufficient to be able to direct, manage, and control operations.

Knowledge of all airport and City of Denver emergency plans, as well as FEMA NIMS and ICS sufficient to be able to act as the airport Incident Commander or EOC Manager for all airport emergencies.

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

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.

### Level of Supervision Exercised

By position, performs lead work.

### Education Requirement

Bachelor's Degree in Aviation Management, Business Management, Emergency Management, or a related field.

**Experience Requirement**

Three (3) years of professional-level experience in airport operations or emergency management.

**Education & Experience Equivalency**

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education for all classifications.

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

**Licensure & Certification**

This job requires driving. 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**

- Potential exposure to cold weather conditions (indoor/outdoor).
- Potential exposure to hazardous conditions where there is danger to life, body, and/or health.
- Potential exposure to unpleasant elements (accidents, injuries, and illnesses).
- Noise: sufficient noise to cause distraction or possible hearing loss.
- Pressure due to multiple calls and inquiries.
- Subject to injury from moving parts of equipment or vehicles.
- Subject to long, irregular hours.
- Subject to many interruptions.
- Subject to pressure for multiple calls, inquiries, and interruptions.
- Subject to varying and unpredictable situations.

**Level of Physical Demand**

2 - Light Work (10 - 20 lbs.)

**Physical Demands**

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

- Carrying: Transporting or moving an object.
- Driving: Operating a vehicle for long periods of time and in adverse weather conditions affecting visibility.
- Feeling: Perceiving attributes of objects by means of skin receptors, communication, or otherwise.
- Field of Vision: Ability to sharply detect or perceive objects peripherally.
- Fingering: Picking and pinching, through use of fingers or otherwise.
- Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.
- Hazards: Conditions where there is danger to life, body and/or health.
- Hearing: Perceiving and comprehending the nature and direction of sounds.
- Kneeling: Assuming a lowered position.
- Lifting: Moving objects weighing no more than 20 pounds from one level to another.
- Reaching: Extending the hands and arms or other device in any direction.
- 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.

Walking: Ability to move or traverse from one location to another.

### Background Check Requirement

Criminal Check  
Employment Verification  
Education Check  
Motor Vehicle Record

### Assessment Requirement

None

### Probation Period

Six (6) months.

### Class Detail

**Pay Grade: NE-20**

**FLSA Code: N**

**Established Date: 8/18/2019**

**Established By: BM**

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

**Revised By: SO**

**Class History: 8/18/19 – New classification; 10/6/20 – Revised the Level of Supervision Exercised; 4/07/24 – Revised FLSA and pay grade as a result of CN1811; 9/8/24 – Revised Job Family/Job Code.**