



Office of Human Resources
Airport Operations Director – CX3477

THIS IS A PUBLIC DOCUMENT

General Statement of Duties

Directs the work of a section(s) within the Airport Operations division at Denver International Airport (DEN). Includes developing annual and multi-year work plans and strategies, ensuring resources are available to achieve work plans, resolving complex business issues, and establishing management practices and processes that ensure the accomplishment of performance standards.

Distinguishing Characteristics

The Airport Operations Director is a mid-level management class specific to Denver International Airport. An Airport Operations Director manages a division within Airport Operations and is generally responsible for supervising managers, supervisors, and individual contributors. This classification is distinguished from other general or airport Manager and Director classifications based on the duties specific to airport operations.

There are four general management classes (Manager, Director, Senior Director, and Deputy Manager) and specific individual management classes. A Manager is a first level management class. A Manager oversees work groups/areas within a division or agency and is generally responsible for supervising first or second line supervisors and/or individual contributors. A Manager is operationally and functionally focused.

A Director is a “core” mid-level management class. A Director manages a division or small agency and is generally responsible for implementing organizational goals within the division, and for supervising managers, supervisors, and individual contributors. A Director is operationally, functionally, and/or strategically focused with primary emphasis on operations.

A Director is distinguished from the Aviation Director Senior who directs multiple divisions and is generally responsible for supervising directors, managers, supervisors, and individual contributors. The Aviation Director Senior directs the business functions within a division that include developing annual and multi-year work plans and strategies while ensuring 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

Collaborates with stakeholders including air carriers, concession tenants, vendors, contractors, and ground transportation to address operational concerns and allocate resources for functional and operational areas.

Oversees functional activities within division and collaborates across airport divisions specifically with similar city, state, and federal programs to ensure they are not in conflict and meet the needs of airport stakeholders.

Directs, monitors, and implements strategies for the most efficient customer service and passenger movement through the airport.

Plans future projects, programs, and technology to support the growth and complexity of DEN. Planning includes identifying funding sources from federal, state, and local grant opportunities, capital improvement dollars or even current operating and maintenance funds.

Collaborates with the Technologies Division to research and apply innovative technologies to maintain the airport’s operational systems and ensure the best solution is implemented for situational awareness to the airport’s routine and non-standard operations.

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

Creates and administers policies and integrates work group procedures across work areas for consistency. Resolves sensitive, controversial issues by making decisions that are inclusive of multiple perspectives.

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

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.

Directs actions and resources to resolve emergencies, significant weather events and other non-routine situations.

Directs airport operations to ensure compliance with federal aviation regulations, policies, procedures, and delivery of quality customer and operational services.

Directs and implements code enforcement in collaboration with the airlines, Transportation Security Administration (TSA), Federal Aviation Administration (FAA), tenants and other stakeholders for the public safety and security of the airport.

Directs and implements planning for emergency and challenging customer service incidents. Ensures plans maximize public safety, security, passenger movement, and operational services.

Directs development of new or modified operational policies and procedures in response to changing federal, state, and local regulations.

Represents the Airport Operations Division in meetings with elected and/or appointed officials and other city entities as necessary/directed. Serves as a city representative on various committees with external stakeholders. Fosters collaborative relationships that benefit the organization.

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

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

Develops annual and multi-year work plans and strategies to meet business needs of the Airport Operations Division. Develops and directs the implementation of goals, objectives, policies, procedures, and work standards to support the airport strategic plan.

Performs “core” operational level management by directing functional and/or operational areas for a division. Represents the division’s positions, initiatives and interests with a focus on the delivery of superior customer service; ensures staff is sufficiently knowledgeable and dynamic regarding customer service protocols and performance expectations.

Works with the management team and staff to recommend strategic initiatives, goals, and objectives for the division and once approved, to implement them. Directs the performance of the division by implementing the strategic plan, and the associated division level key performance indicators (KPIs). Develops and implements strategies for optimizing performance of the division with the goal of meeting or exceeding the established KPI performance benchmarks.

Establishes and implements division's standards, procedures, systems and guidelines. Provides expertise and consultative guidance to internal and external stakeholders as assigned which may include elected and appointed officials, citizens, and members of the business community.

Implements policies, programs, operating procedures and practices for the division and effectively manages operating costs. Ensures all budgets remain at or below established targets.

Coaches, mentors, and challenges staff. Champions continuous improvement, including devising new strategies and new opportunities. Leads staff development initiatives that include training, development, and succession planning. Conducts hiring interviews and selects candidate(s) for job opening(s).

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.

Fosters an atmosphere of innovation in order to challenge the organization to think creatively, especially as it relates to positive citizen and customer experience opportunities.

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 the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed below.

Competencies

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.

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.

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

Knowledge & Skills

Knowledge of FAR Part 139 sufficient to be able to manage aircraft operations to maintain compliance.

Knowledge of airport runways, taxiways, terminal, vehicle service roads, emergency response roads (airside and landside), tunnels/baggage areas, train system and access points, gates areas, hangers, 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 field operations.

Knowledge of aircraft types, size, seating capacity, evacuation routes, etc. sufficient to be able to manage emergency events.

Knowledge of all airport and City of Denver emergency plans sufficient to be able to act as the airport Incident Commander for all airport emergencies.

Knowledge of the National Incident Management Systems sufficient to be able to work with other agencies/departments during all airport emergencies.

Knowledge of safety and security practices sufficient to be able to coordinate and provide security.

Knowledge of public relation strategies sufficient to be able to manage public relations and facilitate information to the public through the media.

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

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.

Level of Supervision Exercised

Directs functions within an operational division by supervising managers, supervisors, and other individual contributors.

Education Requirement

Bachelor's Degree in a related field based on a specific position(s).

Experience Requirement

Five (5) years of experience in aviation operations, aviation management, or experience with large hub airport or military facility management, 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

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
Additional airport security clearances

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: EX-17

FLSA Code: Y

Established Date: 3.24.2024

Established By: AOF

Revised Date: 9/8/2024

Revised By: SO

Class History: 3/24/24 - New classification; 7/1/24 – Revised Experience Requirement; 9/8/24 – Revised Job Family/Job Code.