



Office of Human Resources
Airport Operations Manager – CX3492

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General Statement of Duties

Manages functional and/or operational area(s) within the Department of Aviation at Denver International Airport that includes implementing work plans through direction to direct reports; resolves operational and management issues; and achieves goals while ensuring resources are utilized appropriately. Typically has supervisors, administrators, or specialists reporting to them.

Distinguishing Characteristics

There are three management classes (Airport Operations Director, Airport Operations Manager Senior, and Airport Operations Manager).

The Airport Operations Manager is a first level management class. An Airport Operations Manager oversees work groups/areas within an airport such as Ramp Tower, Airside, Terminal, Communications Center, Security, and Emergency Management and is responsible for supervising first or second line supervisors and/or individual contributors. An Airport Operations Manager is operationally or functionally focused for a specific workgroup or service. This classification typically reports to an Airport Operations Manager Senior or higher-level positions within management.

The Airport Operations Manager Senior is distinguished from the Airport Operations Manager. The Airport Operations Manager Senior manages an aviation section of the division and is generally responsible for supervising Airport Operations Managers and are responsible for airport wide initiatives.

Essential Duties

Manages functional and/or operational area(s) within an aviation workgroup/area. Represents the section's positions, initiatives and interests with a focus on airport operations; ensures staff is sufficiently knowledgeable and dynamic regarding operational protocols and performance expectations.

Serves as a technical expert in Federal Aviation Administration (FAA) and Transportation Security Administration (TSA) regulations affecting airport operations in a functional area, serves as an expert resource by performing operational analysis of issues and formulating approaches and plans to address identified issues, and briefs management on concerns and issues by providing information required for decision making.

Implements initiatives, and achieves goals, objectives, and key performance indicators (KPIs) for the section. Optimizes performance of the section by meeting or exceeding the established KPI performance benchmarks.

Organizes and applies section's standards, procedures, systems and guidelines.

Implements policies, programs, operating procedures and practices for the workgroup

Coaches, mentors, and challenges staff. Champions continuous improvement, including devising new strategies and new opportunities. Leads staff development initiatives that include training, development, and planning.

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.

By position, actively participate on the Department's emergency preparedness and response team(s) to support irregular operations at the Airport.

By position, manages contracts and programs relevant to the section which contribute to the overall success of the operation.

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

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.

Influencing - Collaborates with, persuades and influences others.

Political Savvy - Identifies the internal and external politics that impact the work of the organization. Perceives organizational and political reality and acts accordingly.

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

None

Level of Supervision Exercised

Manages a work group(s) within a division by supervising supervisors and/or individual contributors.

Education Requirement

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

Experience Requirement

Three (3) years of supervisory, administrator or specialist level experience in an aviation environment or within a specialized functional area.

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.

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.

By position, requires certification or licensure related to area of work at the time of application or by the completion of probation.

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

Working Environment

Pressure due to multiple calls, inquiries, and conflicts.

Subject to many interruptions.

Subject to varying and unpredictable situations.

Subject to long irregular hours.

Subject to hot and cold temperature changes.

Subject to noise sufficient to cause distraction or possible hearing loss.

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

Education Check

Employment Verification

By position, Motor Vehicle Record

By position, licensure/certification

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: EX-15

FLSA Code: Y

Established Date: 7/14/2024

Established By: AOF

Revised Date: 9/8/2024

Revised By: SO

Class History: 9/8/24 – Revised Job Family/Job Code.