



Office of Human Resources
Airport Operations Manager Senior- CX2821
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General Statement of Duties

Manages the work of a section(s) within the Airport Operations Division at Denver International Airport that includes implementing work plans based on annual goals and the strategic plan.

Distinguishing Characteristics

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

The Manager Senior is a second level management class. A Manager Senior oversees work groups/areas within a division and is generally responsible for supervising first or second line supervisors and/or individual contributors. A Manager Senior position is operationally and/or functionally focused.

The Airport Operations Manager Senior class is unique to Denver International Airport. It reports to an Airport Operations Director.

Essential Duties

Manages the activities of an Airport Operations Section to ensure compliance with federal aviation and security regulations, policies and procedures, internal procedures and delivery of quality customer and operational services taking into consideration all internal and external factors.

Monitors and directs daily operations to ensure that policies and procedures are being followed. Ensures that goals and objectives are met, services are being provided efficiently and effectively, and takes corrective action when needed to ensure a safe and orderly flow of passengers, employees and air traffic through our facility.

Collaborate with other airport stakeholders to include City agencies, airlines, state and federal partners to ensure a safe and efficient flow for all operations, employees and airport passengers.

Develops or modifies work plans, methods and procedures, and determines work priorities. Provides work instruction and assists employees with difficult and/or unusual assignments; encourages innovation and implements process improvements and policies for work groups.

Resolves problems encountered during daily operations and determines appropriate solutions; promotes teamwork. Encourages regular communication, informs staff of relevant airport issues and their impact on the organization.

Manages the initiation and development of various contracts for services related to the Airport Operations mission and manages the oversight of these contracts once implemented.

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.

Participates in the development of budget recommendations for operating and capital expenditures.

Ensures staff and financial resources are utilized appropriately and shifts resources based on business needs within budget constraints.

By position, is designated as an alternate Airport Security Coordinator (ASC) or Senior Manager On Call (SMOC) and participates in the Incident Command System (ICS) in various Section Chief roles and performs "on-call" 24/7 ASC or SMOC support on a rotating basis

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

Knowledge of FAA Part 139 and TSA 1542 sufficient to be able to manage airport operations to maintain compliance.

Knowledge of airport surfaces, infrastructure 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 essential functions throughout the airport facility.

Knowledge of all airport and City of Denver emergency plans sufficient to be able to work with other agencies/departments during all airport emergencies.

Knowledge of safety practices and procedures to be able to supervise, train, and provide safety instructions to subordinates and others and to recognize and correct hazardous situations.

Level of Supervision Exercised

Manages individual workgroups and operational activities within the Operations division by leading managers, supervisors and individual contributors.

Education Requirement

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

Experience Requirement

Three (3) years of progressive and supervisory experience in airport operations, airport management, or experience at a commercial airport or a military facility environment at an Administrator or supervisor level or higher.

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, completion of intermediate and managerial National Incident Management System (NIMS) and Incident Command System (ICS) training.

By position, completion of Airport Security Coordinator (ASC) certification by a source recognized and approved by the Transportation Security Administration (TSA) within six months of employment.

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.

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

Employment Verification

Education Check

By position, Motor Vehicle Record
By position, Licensure/Certification

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: EX-16

FLSA Code: Y

Established Date: 9/21/2018

Established By: LS

Revised Date: 9/8/2024

Revised By: SO

Class History: 10/21/2021 - Equivalency revised; 11/27/2022 - Revised pay grade as a result of CN1746; 7/1/24 – Revised Experience Requirement; 7/14/24 Revised pay grade and job specification per CN1821; 9/8/24 – Revised Job Family/Job Code.