



Office of Human Resources  
Airport Operations Representative – CX2486

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### General Statement of Duties

Provides a variety of operational support services for the daily operation of the airport in the airport communications center, aircraft operations area, and terminal facilities.

### Distinguishing Characteristics

This class is distinguished from Airport Emergency Dispatcher, who performs public contact work receiving and dispatching emergency calls at Denver International Airport who are requesting emergency services while monitoring response and using criminal databases to assist law enforcement personnel.

This class is distinguished from the Terminal Operations Officer who assists the Terminal Operations Supervisor in the oversight of the operation of the terminal, concourses, and other airport facilities to provide for the safety of the traveling public and efficient operation of the airport. This class is also distinguished from the Airport Operations Officer – Airfield and Ramp Tower who assists the duty Airport Operations Supervisor and Ramp Tower Supervisor in the management of airfield and ramp tower operations and monitors compliance with airport and federal regulations to ensure the safety and security of the airport.

### Essential Duties

Controls a centralized communications center which includes monitoring and operating multiple computer systems at an automated communications console, which includes two-way radio and voice communication consoles, fire alarm, runway surface sensor system, CCTV system master controller, and Info Pilot to initiate proper airport-wide response.

Monitors, operates and controls computerized weather reporting systems to access, monitor and interpret weather conditions, and initiates airport-wide response.

Accesses and operates a FAA computer system to transmit Notices to Airmen to report status of airfield conditions.

Acts as the central coordination and communications center during airfield emergencies and snow removal activities to coordinate airport-wide and external emergency responses. Staffs the Emergency Operations Center to support communications and coordination functions.

Monitors and controls a centralized security system to enforce Transportation Security Administration regulations and receives alarms and initiates appropriate airport response. Enforces Airport Security plan by issuing violation notices to airport employees for security violations.

Receives training in aircraft ground control, gate management, and facility management. Inspects concourses, cargo areas, and the customs facility for safety and operational problems.

Maintains accurate and complete log book entries and manual records of airport events.

Supports snow removal activities for the airlines by assisting the ramp tower coordinator during deicing operations.

Trains other employees in day to day procedures.

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**

**Customer Service** - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

**Decision Making** - Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

**Interpersonal Skills** - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

**Listening** - Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

**Reading** - Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

**Writing** - Writes in a clear, concise, organized, and convincing manner for the intended audience.

### **Knowledge & Skills**

Knowledge of Transportation Security Administration and Airport Security Plan regulations sufficient to ensure compliance by airport users.

Knowledge of airport concourses and other airport facilities sufficient to be able to inspect and identify problematic situations.

Knowledge of basic aviation and airport control procedures sufficient to be able to provide safe coordination of various areas of the airport and aircraft.

Knowledge of airfield sufficient enough to recognize locations and identify problematic information.

Knowledge of federal flight service standards sufficient enough to format data.

Skill in the interpretation of weather charts, graphs, and data.

### **Level of Supervision Exercised**

By position performs lead work.

### **Education Requirement**

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

### **Experience Requirement**

Two (2) years of airline, fixed base operator, military aviation, air traffic control or airport experience.

**Education & Experience Equivalency**

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**

Potential exposure to unpleasant incidents (accidents, injuries, and illnesses).

Handles emergency or crisis situations.

Work is primarily performed in a confined workspace and requires wearing a headset.

Noise sufficient noise to cause distraction or possible hearing loss.

Extreme weather working outside and/or operating moving equipment or vehicles.

Subject to varying and unpredictable situations

Subject to many interruptions

Subject to long irregular hours

Pressure due to multiple calls and inquiries

Shift work with varying days off, works holidays and weekends, and subject to changing work schedule and extended shifts.

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.):

Driving: Ability to operate a motor vehicle in varied weather conditions and maneuver among aircraft and ground support equipment.

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.

Standing: Remaining in a stationary position.

Talking: Communicating ideas or exchanging information.

Typing: Ability to enter words at a speed of minimum 30 wpm.

**Background Check Requirement**

Criminal Check

Employment Verification

By position, Motor Vehicle Record

**Assessment Requirement**

Multitasking

**Probation Period**

Six (6) months.

**Class Detail**

**Pay Grade: NE-16**

**FLSA Code: N**

**Established Date: 9/21/2018**

**Established By: LS**

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

**Revised By: SO**

**Class History: 6/11/19 - Updated working environment verbiage; 6/25/2023- Pay grade revised as a result of CN1771; 9/8/24 – Revised Job Family/Job Code.**