DENVER
THE MILE HIGH CITY

Office of Human Resources
Airfield Operations Officer – CX2805

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General Statement of Duties

Performs entry- to full-performance-level work supporting the Airport Operations Supervisor in the management of airfield operations and if required, delegated Incident Command responsibilities for DEN depending on the nature of the incident. Monitors compliance with airport and federal regulations to ensure the safety and security of Denver International Airport (DEN).

Distinguishing Characteristics

Airfield Operations Officer performs duties specific to the airfield or otherwise assigned at Denver International Airport. This classification is distinguished from and reports directly to the Airfield Operations Supervisor oversees day-to-day airport operations to ensure the safety of the traveling public and the efficient, compliant operation of Denver International Airport (DEN).

Essential Duties

Operational & Emergency Support

Assist the Airport Operations Supervisor in managing, coordinating, and resolving emergencies, security issues, environmental events, and other unusual conditions impacting operations.

Serve as a co-responder under 34 U.S.C. § 10705 during fire, medical, hazardous material, and other emergencies, working closely with Denver Police, Fire, EMS, Federal Aviation Administration (FAA), Transportation Security Administration (TSA), Federal Bureau of Investigation (FBI), National Transportation Safety Board (NTSB) and other agencies.

Respond to aircraft incidents, hazardous spills, structural fires, severe weather, security threats, and mental health crises affecting the traveling public.

Support the Incident Commander during airport emergencies such as aircraft alerts, snow operations, IROPS, and security breaches; may assume Incident Commander responsibilities as delegated.

Airfield Oversight

Inspect runways, taxiways, and ramps for surface conditions; advise supervisors and coordinate necessary corrective actions.

Ensure barricades, signage, lighting, and access controls are properly in place to secure closed movement areas.

Issue and coordinate Notices to Airmen (NOTAMs) as directed.

Monitor and track snow and ice removal operations, runway friction values, and rubber buildup; report conditions to the Incident Commander.

Support the coordination of airfield activities such as construction, engineering, maintenance, tenant operations, and special movements (VIP visits, charter flights, prisoner transfers, and military missions).

Wildlife & Environmental Response

Respond to wildlife incidents and aircraft strikes, ensuring appropriate handling, documentation, and mitigation.

Work with wildlife personnel to address attractants such as nesting areas, standing water, and animal dens.

Security & Safety Enforcement

Enforce airport safety and security requirements in coordination with TSA, CBP, FBI, airport security staff, and law enforcement partners.

Identify violations, issue warnings or infraction notices, and participate in hearings as required.

Monitor sterile areas, landside facilities, and secure areas for compliance with safety policies.

Safety Management System (SMS)

Proactively identify hazards and ensure reporting through established tracking systems.

Participate in safety assessments, recommend mitigations, and support implementation of corrective measures.

Terminal & After-Hours Coverage

Provide support in landside and sterile areas for incidents such as medical calls, fire alarms, and vehicle accidents.

Perform Terminal Operations functions during after-hours periods, including emergency responses and documentation.

Brief oncoming Terminal Operations staff on events occurring after hours.

Training & Development

Assist in the orientation and on-the-job training of new staff; evaluate trainee performance and provide feedback to management.

Maintain current knowledge of applicable federal, state, and local regulations, Airport Security Program requirements, and TSA directives.

Technology & Equipment

Operate specialized equipment such as runway friction testers, emergency response vehicles, automated information systems, video surveillance, and multi-channel communication systems.

Other Responsibilities

Document all operational responses and ensure timely reporting through hazard tracking systems.

Participate in emergency operations center (EOC) functions as assigned.

Perform other duties as required, including redeployment during citywide emergencies.

Competencies

Customer Service – Provides professional, responsive, and knowledgeable assistance to travelers, tenants, and stakeholders.

Conflict Management – Handles confrontations and grievances constructively to minimize impact.

Decisiveness – Makes effective, timely decisions under pressure with limited data.

Information Management – Collects, organizes, and manages critical operational information.

Problem Solving & Reasoning – Analyzes issues, evaluates options, and recommends solutions using sound judgment.

Communication – Conveys information clearly in oral and written form; listens actively and responds appropriately.

Knowledge & Skills

Knowledge of FAR Part 139, FAA Advisory Circulars, and TSA Part 1542 sufficient to ensure operational compliance.

Knowledge of airfield and terminal infrastructure, including runways, taxiways, service roads, baggage systems, and access points, to support operational and emergency response.

Knowledge of aircraft types, seating capacity, and evacuation routes relevant to emergency situations.

Knowledge of safety and security practices, including enforcement protocols and hazard recognition.

Knowledge of laws, regulations, executive orders, and agency functions applicable to airport operations.

Skill in operating multiple communication systems simultaneously, including radios, phones, and digital platforms.

Ability to prioritize tasks, coordinate with diverse stakeholders, and execute safe and efficient airfield operations.

Level of Supervision Exercised

By position, performs lead work over assigned staff.

Education Requirement

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

Experience Requirement

Four (4) years of experience of the type and at the level of Aviation Operations Representative or equivalent in an aviation environment.

Education and Experience Equivalency

A combination of appropriate education and experience may be substituted for the minimum education and experience requirements.

Licensure and/or Certification

By position, requires a valid Driver's License at the time of application.

License must be kept current as a condition of employment.

Working Environment

Atmospheric Conditions: conditions that affect the skin or respiratory system.
Extreme Cold temperature cold enough to cause marked bodily discomfort.
Extreme Heat temperature hot enough to cause marked bodily discomfort.
Handles emergency or crisis situations.
Hazards conditions where there is danger to life, body, and/or health.
Noise sufficient to cause distraction or possible hearing loss.
Pressure due to multiple calls and inquiries.
Subject to hazards such as moving parts, moving equipment, flammable and explosive gases.
Subject to long irregular hours.
Subject to many interruptions.
Subject to varying and unpredictable situations.
Subject to traffic, roadways, and pedestrians.

Level of Physical Demands

2-Light (10 - 20 lbs.)

Physical Demands

Balancing: Maintaining equilibrium.
Carrying: Transporting or moving an object.
Climbing: Ascending or descending an object or ladder.
Color vision: Ability to distinguish and identify different colors.
Crawling: Moving about in a low or crouched position.
Depth Perception: Ability to judge distances and space relationships.
Driving: Operating a vehicle for long periods of time and in adverse weather conditions affecting visibility.
Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.
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 fingers or otherwise.
Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.
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.
Pulling: Exerting force upon an object so that it is moving to the person.
Pushing: Exerting force upon an object so that it moves away from the person.
Reaching: Extending the hands and arms or other device in any direction.
Repetitive motions: Making frequent or continuous movements.
Sitting: Remaining in a stationary position.
Standing: Remaining in a stationary position.
Stooping: Positioning oneself low to the ground.
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
By position, Motor Vehicle Record

Assessment Requirement

None.

Probation Period

Six (6) months

Class Detail

Pay Grade: NE-17
FLSA Code: N
Established Date: 9.21.18
Established By: LS
Revised Date: 11/19/2025
Revised By: AOF
Class History: 9/18/23 - Lowered education requirement from Bachelors to High School and increased experience by 1 year; 3/24/24 - Changed title from Airport Operations Officer-Airfield and Ramp Tower and revised entire classification to break apart hybrid position into two different classifications, Airfield Operations Officer and Ramp Tower Controller; 9/8/24 – Revised Job Family/Job Code; 11/19/25 – Revised General Statement of Duties, Distinguishing Characteristics, Essential Duties, Competencies and Knowledge & Skills.