



Office of Human Resources
Airport Commercial Administrator – CX3137
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General Statement of Duties

Performs advanced professional level work to administer, develop, and implement a significant commercial airport revenue program at Denver International Airport in a multi-disciplinary setting, that need independent integration of specialized and technical principles and has division- and airport-wide impact and aligning with city and airport business development strategies and priorities.

Distinguishing Characteristics

This class handles overseeing the administration of programs, which need the application of multi-disciplinary principles and backgrounds. This class is characterized by administering programs with all the following: a) routine program complexity, b) involving one or two program areas of emphasis/expertise, c) budgetary management with exposure to financial uncertainties, d) requiring decision making with risk, and e) goals and performance metrics are based upon achievement of long-term division-wide outcomes. Administrators are focused on the functional area not on supervising or managing staff; consequentially, an administrator may perform lead work. However, administrative positions exist to serve as a technical expert within the functional area and need a high degree of specialized knowledge.

Major airport revenue programs include retail, food and beverage, commercial property, car rental, parking, and ground transportation businesses, as well as airline affairs.

There are two classes in this series. This class is distinguished from the Airport Commercial Administrator Senior class, which is the highest-level class in this series and who performs expert professional level work to administer, develop, and implement large scale, complex airport revenue programs in a multi-disciplinary setting, that needs independent integration of principles and has an airport- and region-wide impact.

Administrator Definition:

An Administrator serves as a technical expert and resource in a specialized, functional area by resolving complex, technical issues and designing systems, processes, guidelines, rules, and standards that are critical and directly impact the on-going operations and policies in the functional area.

Essential Duties

Administers assigned airport revenue programs which need subject matter expertise. Ensures programs operate in compliance with airport objectives, relevant laws, rules, and regulations.

Establishes and implements program objectives; develops and modifies work plans; implements standards; set priorities; and ensures programs operate in conformance with established standards and requirements, conduct needs assessment and program evaluation.

Continuously looks for ways to create and enhance revenue sources. Identifies new revenue opportunities and cost reduction opportunities for existing programs. Develops policies and identifies stakeholders necessary for program changes, including internal and external groups. Creates and oversees committees to explore these opportunities and identifies group goals and deliverables.

Develops a budget and manages expenses; creates requests for proposals, negotiates and manages contracts ensures satisfactory contractor performance, critically reviews, and corrects work product of vendors and assigned staff. Administers financial operations within budget limits. Manage, negotiate, and start billing for contractors.

Modifies and develops innovative programs as needed; resolves complex problems that cross-functional and administrative boundaries; acts as program spokesperson, building and supporting relationships with agencies and the community to improve program decisions in controversial areas. Recommends the airport's position on pertinent business issues.

Utilizes advanced skills to evaluate program areas; conducts program research and related work where technical expertise is necessary. Aids in the development and implementation of best management practices and shows the market share of the program for the airport industry and strategically evaluates options for the best outcome.

Conducts financial analysis to maximize revenue and sales for programs. Tracks program performance metrics and creates models and reports tracking trends and patterns.

Designs and implements quality management standards for programs, determining the technical significance of collected data and needed corrective action, and recommends remedial action. Identifies operational inefficiencies and opportunities to improve service delivery to the traveling public and other customers.

Coordinates with contractors, airlines, and other internal and external stakeholders on airport projects affecting operations. Identifies alternatives to ensure continuity of business during interruptions of services.

Creates and updates airport policies and procedures for revenue program areas. Responsible for establishing standard operating procedures for program areas.

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.

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.

Planning and Evaluating – Organizes work, sets priorities, and determines resource requirements; determines short- or long-term goals and strategies to achieve them; coordinates with other organizations or parts of the organization to accomplish goals; monitors progress and evaluates outcomes.

Problem Solving – Identifies problems, determines accuracy and relevance information, and uses sound judgment to generate and evaluate alternatives and to make recommendations.

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.

Working with People - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict

Written Communication - Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

Knowledge & Skills

Knowledge of planning, coordination, and execution of business functions, resource allocation, and production.

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

Knowledge of laws, legal codes, court procedures, precedents, legal practices and documents, government regulations, executive orders, agency rules, government organization and functions, and the democratic political process.

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.

Knowledge of business planning and analysis, airport revenue programs, airport passenger demographics, retail industry trends, and business development.

Level of Supervision Exercised

By position, performs lead work.

Education Requirement

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

Experience Requirement

Three (3) years of professional experience conducting moderately complex analysis on a variety of issues as needed in retail, food and beverage, commercial property, car rental, parking and ground transportation businesses, airline affairs, or a related industry.

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.

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

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.):

Hearing: Perceiving and comprehending the nature and direction of sounds.

Lifting: Moving objects weighing no more than 10 pounds from one level to another.

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

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: EX-12

FLSA Code: Y

Established Date: 6/23/2019

Established By: BM

Revised Date: 10/17/2024

Revised By: AOF

Class History: 6/23/19 - This is a new classification; 9/8/24 – Revised Job Family/Job Code; 10/17/24 – Updated Experience Requirement.