



Office of Human Resources  
Airport Commercial Administrator Senior – CX3138

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### General Statement of Duties

Performs expert professional level work to administer, develop, and implement large scale, complex revenue programs at Denver International Airport in a multi-disciplinary setting, that needs independent integration of principles and has an airport- and region-wide impact while aligning with city and airport business development strategies and priorities.

### Distinguishing Characteristics

This class is responsible for overseeing the administration of large-scale complex programs, which need the application of multi-disciplinary principles and backgrounds. This class is characterized by administering programs with all the following: a) highly complex program issues requiring the development of new policies, b) three (3) or more areas of program emphasis/expertise, c) significant budgetary management with substantial exposure to long term financial or political risk, d) require long term decision making with a great deal of uncertainty, and e) goals and performance metrics are based upon achievement of long term airport-wide outcomes. Administrators are focused on the functional area not on supervising or managing staff; consequentially, an administrator may perform lead work or supervisory duties. 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.

Positions in this class are distinguished from the Airport Revenue Administrator class which performs advanced professional level work to administer, develop, and implement a significant airport revenue programs in a multi-disciplinary setting, that need independent integration of specialized and technical principles and has division- and airport-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 affect the on-going operations and policies in the functional area.

### Essential Duties

Administers and leads the work of a team to address complex, large-scale airport revenue programs where significant regulatory and technical ability is needed. Ensures programs operate in compliance with departmental objectives, pertinent laws, rules, and regulations.

Establishes, identifies, plans, and monitors major asset programs including financial achievement, forecasting, customer service, market share, profitability future business pace, selling and market strategy, maintenance, and progress to goals or metrics.

Tracks industry trends related to program areas. Conducts analysis of complex financial and operational data, which may lead to controversial or unprecedented recommendations or outcomes. Prepares and presents these outcomes and recommendations to senior leadership and key stakeholders.

Establishes and implements program objectives, develops and modifies work plans, sets priorities, develops and implements standards and policies and ensures the program operates in conformance with established standards and requirements, conduct needs assessment and program evaluation.

Develops a budget and manages expenses; creates requests for proposals, negotiates and manages contracts, ensures satisfactory contract performance, critically reviews, and corrects work product of vendors and assigned staff. Administers financial operations within budget limits; develops new sources of revenue.

Modifies and develops innovative programs as needed; resolves complex problems that span functional and administrative boundaries; acts as a program spokesperson by building and supporting relationships with agencies and the community to recommend of changes and improve program decisions in controversial areas.

Recommends the airport's position on pertinent program issues and may be needed to supply expert testimony on federal, state, and local regulations, lawsuits, and settlements.

Addresses programs where no established pattern or policy has been established, with significantly associated uncertainty on the proper course of action, and where the best course of action will not be known for extended periods.

Designs and implements quality management standards for programs, determining the significance of collected data and needed corrective action; recommends remedial action. Establishes and implements new or updated policies and procedures for the program area.

Oversees or coordinates work of experts in sophisticated, multi-disciplinary technical or regulatory areas and implements program approaches where criteria are unclear. Maintains relationships between the airport and internal and external stakeholders. Serves as the city representative with a variety of tenants, public, business, community organizations, elected or appointed officials, and other city entities. Fosters collaborative relationships to the benefit of the airport.

Trains staff on new procedures, provide guidance and ability in the completion of their duties, and aid in increasing the knowledge base of those with whom they work.

Presents effectively to small and large groups of people, ensuring clarity, inclusion, and understanding of concepts given.

Acts as a business advisor to partner entities/businesses and works with them to develop an effective business strategy. Approves Budgetary and other goals to maximize financial, customer services, and associate engagement results of the managed business. Builds new contacts and Creates a network within the specific industry of ability, take part in related associations, and cultivate relationships with other industry professionals outside of the City that feed business development or performance, both within and outside the organization

Finds and creates a business plan for new business development opportunities that are consistent with the organization's vision and goals.

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

Influencing/Negotiating – Persuades others to accept recommendations, cooperate, or change their behavior; works with others towards an agreement; negotiates to find mutually acceptable solutions.

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.

Financial Management – Prepares, justifies, and/or administers the budget for program areas; plans, administers, and monitors expenditures to ensure cost-effective support of programs and policies; assesses financial condition of an organization.

Organizational Awareness – Knows the organization’s mission and function and how its social, political, and technological systems work and operates effectively with them including the program, policies, procedures, rules and regulation of the organization.

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.

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 diverse 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.

### **Level of Supervision Exercised**

By position, supervises staff.

### **Education Requirement**

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

### **Experience Requirement**

Five (5) years of professional experience conducting 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, may require a Colorado Class “R” Driver’s License by the completion of probation.

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-13**

**FLSA Code: Y**

**Established Date: 6/23/2019**

**Established By: BM**

**Revised Date: 10/17/2024**

**Revised By: AOF**

**Class History: 9/8/24 – Revised Job Family/Job Code; 10/17/24 – Updated Experience Requirement.**