



Office of Human Resources
Airport Operations Supervisor – CX2806
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General Statement of Duties

Manages and controls day-to-day operations at Denver International Airport to ensure the efficient movement of aircraft and the safety of those using the airport.

Distinguishing Characteristics

Aviation Operations Supervisor is the second highest level day-to-day manager of airport, ramp tower, and terminal operations at Denver International Airport. It is distinguished from Ramp Tower Supervisor who supervises staff responsible for aircraft movement from terminal gates to taxiway and other aircraft movement areas. It is distinguished from Airport Operations Officer – Airfield and Ramp Tower employees who reports to and supports the Airport Operations Supervisor in the day-to-day management and control of airport, ramp tower, and terminal operations of Denver International Airport.

Essential Duties

Manage airfield and terminal operations to ensure efficient flow, safety, and adherence to applicable federal and local rules and regulations. Supervises the work of other operational staff involved in the efficient movement of aircraft and the safety of the traveling public.

Manage ongoing inspection of airfield operations and facilities to ensure compliance with the Airport Certification Manual under Federal Aviation Regulation (FAR) Part 139 and other applicable federal regulations. Interpret and apply all information from FAA Advisory Circulars.

Acts as Incident Commander for all airport emergencies such as aircraft alerts, snow emergencies, severe weather, security breaches, train system shutdown, medical emergencies, power failures, hazardous materials incidents, and bomb threats or any other terminal/concourse emergencies as well as landside roadway incidents that may impact passenger flow through the facility.

Responsible for coordination with Public Information Officer when responding to newsworthy activities occurring at the airport. Notifies Airport Senior Staff and the Executive Director of Aviation of any condition or activities that may be or which may evolve into possible media interests.

Ensures airport-wide compliance with local, state and federal environmental protection laws. Coordinates with airport environmental personnel for appropriate response to violations and correction and cleanup of the situation or event.

Negotiates and coordinates with FAA, contractors, airlines, Airport Security, engineering, maintenance, tenants, and others to balance the needs of each group to optimize aircraft and vehicle flow rates while accomplishing critical airport maintenance activities with a minimum impact on the operation of the airport.

Maintains working knowledge of Transportation Security Regulations and the Airport Security Program and ensures airport compliance with each.

Issues Notices to Airmen (NOTAM) to advise pilots and other appropriate personnel of the conditions of the runways and airfield surfaces and any restrictions applied to maintain safe and efficient aircraft movement.

Coordinates all Irregular Operations at DIA ensuring the DIA Plan is followed and the affected parties participate to ensure the safety and security of the traveling public.

Inspects runway, taxiway and ramp areas for changing surface conditions.

Creates work orders with the airport maintenance computer system to address airfield maintenance and repair needs. Monitors and assesses the completeness of work by others to ensure it conforms to acceptable RAR Part 139 standards and requests corrective action if necessary.

Responds to incidents of wildlife and other animals on airport property. Assures compliance with Federal Aviation Regulations pertaining to Wildlife Hazard Management to mitigate wildlife hazards by harassment or other necessary means. As designated, serves as the Technical Representative and coordinates actions or contract U. S. Department of Agriculture/Wildlife Services personnel.

Develops, coordinates, and executes the airport snow plan for each snow event. Initiates and cancels all levels of Airport Snow Alerts and Snow Emergencies. Monitors runway conditions for snow contamination and coordinates its removal. Ensures the aircraft flow rate is optimized by coordinating snow removal operations with the Federal Aviation Administration (FAA).

Follows the requirements of the National Incident Command System (NIMS) and determines local, state and federal resources necessary to effectively manage these emergencies. Responsible for the tactical supervision of employees from other airport divisions during emergency and non-routine events.

Reviews and updates airport operating procedures in response to changes mandated by the FAA. Ensures communication of changes to other appropriate airport and airline employees, contractors, and other necessary personnel. Maintains and records any formal training required to fulfill regulatory requirements by recording attendees and training dates.

Supervises one or more collateral duties or special projects such as airport certification and compliance, department training, airport construction, snow and ice control, vehicle coordinator, weather systems coordinator and section scheduler. On a short term basis, may be required to be subject matter experts in the following: Triennial Disaster Exercise, Aviation Security Exercise, Annual Table Top Exercise and special working groups that require Operations expertise.

Enforces airport security requirements in terminals, concourses, and the airfield in conjunction with other Airport Security staff, police, Transportation Security Administration (TSA), Customs, FBI, and security guards.

Enforces airport safety policies and procedures through administration of safety enforcement programs. Identifies applicable violations and issues warnings and/or infraction Notices to individuals. Participates in hearings when requested.

Proactively identifies hazardous conditions or situations on and around the airfield. Ensures timely reporting of hazards through the established identification and tracking systems. Provides guidance and suggestions for mitigation and assists in implementation of mitigation where appropriate.

Participates on safety assessment teams to identify hazards and mitigate risks associated with significant events at the airport. Provides subject matter expertise where requested and contributes to managing safety risk at an acceptable level.

Ensures all notifications, barricades, signage, lighting, and any other appropriate device is in place to prevent an unauthorized aircraft, vehicle, or person from entering a closed runway, taxiway or service road.

Develops or modifies work plans, methods and procedures, determines work priorities and develops work schedules to provide adequate staff coverage. Provides work instruction and assists employees with difficult and/or unusual assignments; encourages innovation. Assigns and distributes work, reviews work for accuracy and completeness and returns assignments with recommendations for proper completion.

Conducts hiring interviews and selects candidate(s) for job opening(s).

Assists in the orientation and training of new incumbents to the classification, performing and demonstrating the duties of the classification. Communicates evaluation of the trainee to appropriate management.

Provides tours of the airport facilities for VIPs, domestic or international industry peers and other approved groups.

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

Builds relationships and communicates with airport employees at all levels of management including executive staff, airlines and tenants, terminal, maintenance and contract personnel to gather information and build networks of cooperation across the airport community.

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.

Documents causes for disciplinary action and initiates letters of reprimand and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.

By position, plans and implements activities such as training, emergency planning, airfield driver's training, and construction/snow operations.

By position, participates in planning and managing budget systems. Prepares and presents budget recommendations to higher management. Adjusts work plans/activities as a result of budget changes.

By position, manages and administers contracts for airport operation services provided by outside vendors.

Builds and maintains networks of contacts at other airports to collect industry information such as Industry Best Practices for airport operations and makes recommendations for changes as appropriate.

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

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.

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.

Oral Communication- Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

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 FAR Part 139 and FAA Advisory Circulars sufficient to be able to manage aircraft operations to maintain compliance.

Knowledge of airport runways, taxiways, terminal, vehicle service roads, emergency response roads (airside and landside), tunnels/baggage areas, train system and access points, gates areas, hangers, 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 field operations.

Knowledge of aircraft types, size, seating capacity, evacuation routes, etc. sufficient to be able to manage emergency events.

Knowledge of all airport and City of Denver emergency plans sufficient to be able to act as the airport Incident Commander for all airport emergencies.

Knowledge of the simultaneous use of several radio frequencies sufficient to be able to provide and receive information from airport, FAA, airline, and other personnel.

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

Skill in applying existing guidelines or creating new approaches to the development and modification of work plans, methods and procedures for the work unit or function.

Skill in prioritizing and scheduling work to allow for its efficient and effective completion.

Level of Supervision Exercised

Supervises Airport Operations Officer – Airfield and Ramp Tower and other airport employees as necessary.

Education Requirement

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

Experience Requirement

Three (3) years of experience of the type and at the level of Airport Operations Officer – Airfield and Ramp Tower supporting field operations in a medium or large hub civilian airport or military facility.

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

This job requires driving. 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

Extreme Cold temperature cold enough to cause marked bodily discomfort.

Extreme Heat Temperatures hot enough to cause bodily discomfort.

Temperature Changes variations in temperature from hot to cold.

Noise sufficient to cause distraction or possible hearing loss.

Hazards conditions where there is danger to life, body, and/or health.

Potential exposure to hazards from electro/mechanical/power equipment

Handles emergency or crisis situations

Pressure due to multiple calls and inquiries

Subject to long irregular hours

Subject to many interruptions

Subject to varying and unpredictable situations

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.):

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 use of 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
 Education Check
 By position, Motor Vehicle Record

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: NE-20
FLSA Code: N
Established Date: 9/21/2018
Established By: LS
Revised Date: 11/24/2024
Revised By: AOF
Class History: 6/11/19 - Updated working environment verbiage; 9/8/24 – Revised Job Family/Job Code;
 11/24/24 – Revised Pay Grade & FLSA Code from Exempt to Non-Exempt per CN1836.