DENVER
THE MILE HIGH CITY

Office of Human Resources
Airport Operations Supervisor – CX2806

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General Statement of Duties

Oversees day-to-day airport operations to ensure the safety of the traveling public and the efficient, compliant operation of Denver International Airport (DEN).

Distinguishing Characteristics

The Airport Operations Supervisor serves as duty manager and if required, delegated Incident Command responsibilities for DEN depending on the nature of the incident. This role differs from the Airport Operations Officer, who performs entry- to full-performance-level work supporting the Airport Operations Supervisor in the management of airfield operations and monitoring compliance with airport and federal regulations to ensure the safety and security of Denver International Airport (DEN).

This role also differs from and reports directly to the Airport Operations Manager who oversees work groups/areas within an airport such as Ramp Tower, Airside, Terminal, Communication Center, Security, and Emergency Management and is responsible for supervising first or second line supervisors and/or individual contributors.

Essential Duties

Operational Oversight

Manage and supervise airfield operations to ensure safe, efficient aircraft movement in compliance with federal, state, and local regulations.

Direct operational staff and coordinate across airport divisions to maintain safe and efficient operations.

Regulatory Compliance

Conduct ongoing airfield inspections to ensure compliance with the Airport Certification Manual under FAR Part 139 and other federal requirements.

Interpret and apply FAA Advisory Circulars and related regulatory guidance.

Emergency & Incident Command

Serve as Incident Commander during airport emergencies, including accidents, medical responses, hazardous material events, fires, adverse weather, and security threats.

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.

Implement NIMS protocols and the Airport Emergency Plan in accordance with 14 CFR Part 139, TSA Part 1542, and DEN guidelines.

Communications & Media Coordination

Coordinate with the Public Information Officer regarding incidents of media interest.

Notify senior airport leadership and the Executive Director of Aviation of conditions or events with potential operational or reputational impact.

Environmental & Safety Compliance

Ensure compliance with environmental regulations and coordinate corrective actions with environmental staff.

Identify and mitigate wildlife hazards consistent with FAA Wildlife Hazard Management regulations.

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.

Airfield & Facility Management

Issue NOTAMs to advise pilots and operators of airfield conditions.

Inspect and monitor runways, taxiways, and ramp surfaces; create and track work orders to ensure repairs meet FAR Part 139 standards.

Plan, direct, and coordinate snow and ice control operations, including activating Snow Alerts and optimizing aircraft flow during weather events.

Irregular Operations (IROPS)

Coordinate DEN's IROPS Plan to ensure safety, security, and continuity during operational disruptions.

Leadership & Supervision

Develop work plans, assign tasks, and oversee staff performance to ensure accuracy, compliance, and innovation.

Recruit, hire, train, and evaluate staff while providing coaching, recognition, and corrective action when needed.

Lead collateral projects including certification and compliance programs, snow operations, construction coordination, and emergency exercises.

Stakeholder Engagement

Build strong relationships across DEN divisions, federal partners, airlines, contractors, and tenants to balance operational and maintenance needs with minimal disruption.

Provide facility tours for VIPs, industry peers, and international visitors.

Represent DEN in industry forums and share best practices with peer airports.

Administrative & Budget Responsibilities

Contribute to budgeting, contract management, and procurement processes.

Develop and update policies, procedures, and training in response to regulatory or operational changes.

Other Duties

Support citywide emergency response operations as assigned.

Perform additional duties as required.

Competencies

Decision Making – Sets clear goals, evaluates risks, and chooses optimal solutions.

Delivering Results – Meets high standards of timeliness, quality, and customer service.

Influencing & Collaboration – Persuades, negotiates, and builds consensus across stakeholders.

Communication – Communicates clearly and effectively in both oral and written formats, adapting to diverse audiences.

Coaching & Leadership – Motivates and develops staff, recruits top talent, and fosters professional growth.

Knowledge & Skills

Knowledge of FAR Part 139, FAA Advisory Circulars, TSA Part 1542, and relevant federal, state, and local requirements.

Knowledge of airport facilities, including airside/landside infrastructure, baggage systems, and emergency access routes.

Knowledge of airport and city emergency plans; ability to serve as Incident Commander.

Knowledge of aircraft types, configurations, and evacuation requirements relevant to emergency response.

Proficiency in managing simultaneous communications across multiple radio frequencies and agencies.

Skill in prioritizing, scheduling, and executing operational tasks effectively.

Strong safety management knowledge, with ability to recognize hazards and implement corrective action.

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 on 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: 11/19/2025
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; 11/19/25 – Revised General Statement of Duties, Distinguishing Characteristics, Essential Duties, Competencies and Knowledge & Skills.