



Office of Human Resources  
Airside Operations Manager - CA2820  
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### General Statement of Duties

Manages, coordinates, and controls activities within the Aircraft Operating Area at Denver International Airport. This includes implementing work plans based on annual goals and the strategic plan. Resolves citizen, operational, and management issues. Achieves goals while ensuring resources are utilized appropriately.

### Distinguishing Characteristics

The Manager is a first level management class. A Manager oversees work groups/areas within a division or agency and is generally responsible for supervising first or second line supervisors and/or individual contributors. A Manager position is operationally and/or functionally focused.

The Manager of Airside Operations is the highest level day-to-day manager of airfield, ramp tower, communication center and terminal operations at Denver International Airport. The classification reports to the Airside Operations Director. It is distinguished from Airport Operations Supervisor who reports to and supports the Airside Operations Manager in the day-to-day management and control of airfield, ramp tower, and terminal operations of Denver International Airport.

### Essential Duties

Manages, coordinates, and controls activities within the Aircraft Operating Area at Denver International Airport.

Manages the activities of Aircraft Operating Area to ensure compliance with federal aviation regulations, policies, procedures, and delivery of quality customer and operational services.

Makes immediate decisions necessary to ensure the continued safe operation of Denver International Airport with intent to eliminate or mitigate operational delays, and/or negative impacts to passengers, tenants and airlines.

Manages operational efforts in response to emergencies, significant weather events and other non-routine situations. Serves as the primary source of event status information to airport senior management and the media during these events.

Coordinates the activation of the Emergency Operations Center (EOC) during emergency and special events. Incorporates all aspects of airport communications for coordinated support of the EOC while providing maximum support in maintaining day-to-day operations.

Manages the enforcement of airport security requirements in the Aircraft Operating Area, Concourses and Terminal.

Performs investigations of accidents and incidents, co-author reports and presents findings to senior management.

Oversees the publication of all shift logs and reports, including the daily activity report.

Investigates and resolves complaints from operational stakeholders.

Assists in the enforcement of airport environmental policies, procedures and standards by performing field observations and inspections of airport activities. Notifies environmental management staff of potential negative environmental impacts.

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 candidates for job openings.

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.

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, 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.

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

**Conflict Management** - Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

**Deciding and Initiating Action** - Takes responsibility for actions, projects and people; makes quick, clear decisions which may include tough choices, after considering risks.

**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.

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

## Knowledge & Skills

Knowledge of FAR Part 139 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 National Incident Management Systems sufficient to be able to work with other agencies/departments during 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.

### **Level of Supervision Exercised**

Manages the operational activities of the Airport Operations Supervisors, Ramp Tower Supervisors and Airport Operations Officers-Airfield and Ramp Tower on duty for the assigned shift of operation.

### **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 Supervisor supporting field operations, managing staff, and writing policies 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**

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**

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.

Color vision: Ability to distinguish and identify different colors.

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.

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.

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

Reaching: Extending the hands and arms or other device in any direction.

Sitting: 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: EX-15**

**FLSA Code: Y**

**Established Date: 9/21/2018**

**Established By: LS**

**Revised Date: 11/27/2022**

**Revised By: BM**

**Class History: 10/21/2021 - Equivalency revised.**

**11/27/2022 - Revised pay grade as a result of CN1746.**