



Office of Human Resources
Aviation Customer Service Supervisor - CC2484

THIS IS A PUBLIC DOCUMENT

General Statement of Duties

Supervises the customer service staff that performs aviation customer service work at concourse and terminal information booths, airport call center, and other public areas of the airport, providing information and problem resolution to aviation passengers and the public at Denver International Airport.

Distinguishing Characteristics

The Aviation Customer Service Supervisor class performs first-line supervisory duties over workers who perform aviation customer service work providing information and problem resolution to aviation passengers and the public at Denver International Airport. It is distinguished from the Aviation Customer Service Manager who performs second-level supervisory work over employees performing first-line supervisory duties and usually does not engage in the same work as the workers supervised.

Essential Duties

Plans, organizes, administers, schedules, reviews and evaluates the work of the aviation customer service staff. Develops long/short range term goals and objectives for the assigned areas in conjunction with departmental plans and goals. Develops procedures and coordinates operations during airport events for the safety and security of passengers.

Communicates as a liaison to the Federal Aviation Administration, Transportation Security Administration, Denver Police Department, FBI and Airport Operations during special events such as train failures, power outages, inclement weather, red/amber alerts and any other incidents that have an operational impact on the traveling public.

Monitors airport activities to identify potential threats. Responsible for reporting unsafe conditions in conjunction with directives set forth by the Department of Homeland Security at a Category X airport.

Interprets, implements, and coordinates the requested needs of airport travelers for conventions, conferences, meetings, political delegations, VIP's and special needs organizations for expedited movement through DIA. Supervises the staff responsible for calls to the Aviation Customer Service call center.

Supervises and coordinates customer service staff within the Federal Inspections Service area under the direction of the Immigration Customs Enforcement Agents (ICE) by monitoring, responding to and assisting arriving international passengers.

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).

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

Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

Information Management - Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.

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.

Influencing - Collaborates with, persuades and influences others.

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

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 airport service and resources sufficient to be able to assist the traveling public.

Knowledge of Federal and City laws, policies, and procedures sufficient to be able to monitor and report conditions in the airport that affect safety and security and create efficient passenger flow.

Level of Supervision Exercised

Supervises two or more full-time employees who do not supervise.

Education Requirement

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

Experience Requirement

Three (3) years of experience of the type and at the level of an Aviation Customer Service Agent.

Education & Experience Equivalency

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

None

Working Environment

Subject to varying and unpredictable situations.
Subject to many interruptions.
Pressure due to multiple calls and inquiries.

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.):

Accommodation: Ability to bring objects into focus.

Carrying: Transporting or moving an object.

Depth Perception: Ability to judge distances and space relationships.

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.

Repetitive motions: Making frequent or continuous movements.

Sitting: Remaining in a stationary position.

Standing: Remaining in a stationary position.

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

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: NE-14

FLSA Code: N

Established Date: 9/21/2018

Established By: LS

Revised Date: 6/25/2023

Revised By: BM

Class History: 6/25/2023- Pay grade revised as a result of CN1774.