GENERAL STATEMENT OF CLASS DUTIES

Manages the badging, permitting, enforcement and compliance security functions of Denver International Airport (DIA) according to plans based on federal regulatory requirements, 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.

This classification is unique to Denver International Airport. The positions report to the Director of Aviation Security.

Guidelines, Difficulty and Decision Making Level:

Guidelines are in the form of stated outcomes for the agency/division.

Employee is responsible for planning, organizing, allocating resources, ensuring compliance with procedures, and achieving the outcomes of the work unit(s).

Duties performed involve weighing and evaluating complex factors requiring a high degree of judgment, analytical ability, and problem solving.

Level of Supervision Received and Quality Review:

Responsible for achieving the work objectives of an organizational unit(s) within the scope of established guidelines and the mission of the agency or department.

Work is reviewed for soundness of judgment, feasibility of decisions, and work production based on defined performance standards.

Interpersonal Communications and Purpose:

Communication at this level tends to be both internally and externally focused and involves establishing and maintaining effective working relationships with team(s), related work areas, and higher level managers. Provides guidance and interpretation of the organization’s policies, procedures, and standards. Provides information to higher level managers and elected and appointed officials.

Level of Supervision Exercised:

Manages a work group within the security section by managing supervisors and/or individual contributors.
ESSENTIAL DUTIES

Contributes to the development and implementation of work plans based on federal regulatory requirements and the annual and strategic plans of the aviation security section. Recommends and assists in the implementation of goals and objectives.

Manages the activities that provide overall physical facility security, airport credentialing, facility access control, contract security management and policy and procedure development to maintain compliance with all federal, state and local aviation security regulations.

Interprets Department of Homeland Security (DHS) and Transportation Security Administration (TSA) federal regulations and maintains and updates the Airport Security Program (ASP). Develops policies and procedures to meet those requirements.

Communicates needs and issues to the Director of Aviation Security and Senior DIA management regarding federal regulatory requirements.

Communicates needs and issues to the airport technology staff regarding computer systems that are used to fulfill federal regulatory requirements and the aviation security section’s needs.

Is designated as an alternate Airport Security Coordinator (ASC) and participates in the Incident Command System (ICS) in various Section Chief roles or as Incident Commander during security related events. Performs “on-call” 24/7 ASC support on a rotating basis.

Manages the initiation and development of various contracts for services related to the security mission and manages the oversight of these contracts once implemented.

Communicates annual work plans to employees and ensures employees are focused on the work plan and achieving performance standards.

Monitors and directs daily operations to ensure that policies and procedures are being followed. Ensures that goals and objectives are met, services are being provided efficiently and effectively, and takes corrective action when needed.

Ensures staff and financial resources are utilized appropriately and shifts resources based on business needs within budget constraints.

Resolves operational and management issues and makes decisions that are inclusive of multiple perspectives and solves underlying problems.

Represents the Director of Aviation Security and/or airport security in meetings with elected and/or appointed officials and other city entities. Serves as a city representative on various committees with external stakeholders. Fosters collaborative relationships that benefit the organization.

Creates and administers work group procedures and recommends and implements process improvements and policies for work group(s).

Establishes performance metrics for staff and work area(s). Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Resolves escalated employee and citizen complaints.
Selects, trains, develops, and evaluates subordinate staff. Makes decisions on hiring, terminations, promotions, and disciplinary actions as required.

Participates in the development of budget recommendations for operating and capital expenditures and responsible for tracking and managing approved budget programs and individual accounts.

Participates in DIA’s snow removal program as required.

Performs other related duties as assigned.

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.

MINIMUM QUALIFICATIONS

**Competencies, Knowledge, & Skills:**

**Delegation:** Establishes a system for creating objectives and responsibilities for self-direction and for others in order to successfully drive results.

**Manage & Measure Work:** Articulates clear objectives and measures in a manner understood by all team members. Demonstrates effective strategies to organize people and activities.

**Priority Setting:** Uses cost-benefit thinking to set priorities.

**Process/Resource Management:** Monitors processes, progress, and results. Prepares, justifies, and/or administers resources for the project scope. Uses efficient and cost-effective approaches to integrate technology into the workplace and improve program performance. Develops strategies using new technology to enhance decision making. Understands the impact of technological changes on the organization.

**Courage, Candor, and Composure:** Displays a calm and collected demeanor in crisis situation, and can diffuse high-tension situations.

**Political Savvy:** Demonstrates competency in building and leveraging channels and networks. Develops constructive and effective relationships.

**Strategic Vision & Purpose:** Approaches each problem/situation with a clear perception of organizational and political reality, recognizes the impact of alternative courses of action, and develops efficient tactics to accomplish tasks. Creates and sustains an organizational culture which encourages others to provide the quality of service essential to high performance.

**Motivation:** Serves as a transformational leader for the organization by leading change and by demonstrating the desired behavior. Communicates a compelling and inspired vision that motivates the team, division, or organization to excellence.
**Handling Ambiguity:** Is open to change and new information, adapts behavior and work methods in response to new information, changing conditions, or unexpected obstacles, and effectively deals with pressure and ambiguity.

**Develops Others & Self:** Is actively engaged with the development of the team through construction of meaningful development plans, and ensures progress is made through the performance management lifecycle. Maintains the ability and willingness to self-evaluate, self-direct, and recognizes opportunities for self-learning and development.

**Functional/Technical Skills:** Understands and appropriately applies procedures, requirements, regulations, and policies related to specialized expertise.

**Interview, Select, and Retain Top Talent:** Is able to make sound hiring and capital resources decisions and demonstrates a competency to address training and development needs. Understands linkages between administrative competencies and mission needs.

**Building Effective Teams:** Initiates and manages cultural change within the organization to impact organizational effectiveness. Values cultural diversity and other individual differences in the workforce. Ensures that the organization builds on these differences and that employees are treated in a fair and equitable manner. Facilitates an open exchange of ideas and fosters an atmosphere of open communication.

**Coaching, Mentoring, and Counseling:** Considers and responds appropriately to the needs, feelings, and capabilities of different people in different situations. Is tactful, compassionate, and sensitive and treats others with respect.

**Peer Relationships:** Consistently develops and sustains cooperative working relationships. Fosters commitment, team spirit, pride, and trust.

**Compassion & Approachability:** Develops leadership in others through encouragement, mentoring, rewarding, and guiding employees. Encourages and facilitates cooperation, pride, trust, and group identity. Inspires, motivates, and guides others towards goal accomplishments.

**Conflict Management:** Manages and resolves conflicts and disagreements in a positive and constructive manner to minimize negative impact. Demonstrates the capability to negotiate tough agreements and settle disputes to achieve optimal outcomes.

**Customer Service:** Works with internal/external customers to assess needs, provide assistance, resolve problems, and satisfy expectations, knows products and services, and is committed to providing quality products and services.

**Interpersonal Savvy:** Shows understanding, courtesy, tact, empathy, and concern. Relates well to people from varied backgrounds and situations, and is sensitive to individual differences.

**Decision Quality:** Exercises good judgment by making sound and well-informed decisions. Distinguishes between relevant and irrelevant information to make logical decisions. Makes effective and timely decisions, even when data are limited or solutions produce unpleasant consequences. Perceives the impact and implications of decisions. Is proactive and achievement oriented.

**Problem Solving & Analysis:** Identifies and analyzes problems; identifies and confronts critical development issues and barriers. Helps others to recognize their areas of weakness in a constructive, beneficial manner. Uses a variety of methods (metrics, measurements, etc.) to help individuals attain higher levels of performance. Provides solutions to individual and organizational problems with tact and timing.
Building Trust: Creates a climate that fosters personal investment and excellence. Instills mutual respect, trust, and confidence.

Ethics and Values: Behaves in a fair and ethical manner toward others and demonstrates a sense of corporate responsibility and commitment to public service. Creates a culture that fosters high standards of ethics. Responds immediately to all reports of unethical behavior or conflicts of interest.

Inclusivity: Recognizes the value of diverse perspectives and experience and fosters a work environment reflective of the community at large. Values individuality and helps staff to work to their strengths.

Personal, Professional, & Behavioral Integrity: Maintains appropriate levels of authenticity in organizational practices. Demonstrates an obligation or willingness to accept responsibility for actions. Functions as a role model and acts as a mentor to other employees around stated values and what is needed to align the organization.

Physical Demands (Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs):

- Sitting: remaining in the normal seated position.
- Handling: seizing, holding, grasping, or otherwise working with hand(s).
- Talking: expressing or exchanging ideas by means of spoken words.
- Hearing: perceiving the nature of sounds by the ear.
- Repetitive motions: making frequent movements with a part of the body.
- Eye/hand/foot coordination: performing work through using two or more.

Working Environment:

- Pressure due to multiple calls and inquiries.
- Subject to many interruptions.
- Subject to dealing with ambiguities.
- Subject to varying and unpredictable situations.
- Subject to long irregular hours.

Education Requirement:

- Bachelor’s Degree in Aviation Management, Business Management, Criminal Justice or a related field.

Experience Requirement:

- Three years of supervisory experience in aviation security or operations or three years of experience at an Administrator level in aviation security or operations.

Education/Experience Equivalency:

- Two years of the appropriate type and level of experience will serve as an equivalency to one year of education. In lieu of a Bachelor’s Degree, eight years of relevant experience can be substituted.
- A Master’s Degree may be substituted for one year of experience.
**Licensure and/or Certification:**

Possession of a valid Colorado Class “R” Driver’s license at the time of application.

Completion of Airport Security Coordinator (ASC) classroom training by a source recognized and approved by the Transportation Security Administration and DIA-specific ASC on-the-job practical training.

Completion of intermediate and managerial National Incident Management System (NIMS) and Incident Command System (ICS) training to fulfill Section Chief and potential Incident Commander responsibilities.

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**CLASS DETAIL**

**FLSA CODE:** Exempt

**ESTABLISHED DATE:** 08/04/2013

**ESTABLISHED BY:** Steve Adkison

**REVISED DATE:**

**REVISED BY:**

**CLASS HISTORY**

This is a new aviation-specific class for the managers of security at DIA created as part of the Management Study.