



Office of Human Resources  
Air Service Development Manager - CA2632  
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### General Statement of Duties

Manages the air service development function at Denver International Airport by planning and executing strategies to retain and acquire air service.

### Distinguishing Characteristics

This is a single incumbent position located at Denver International Airport.

### Level of Supervision Exercised

Supervises professional and support staff.

### Essential Duties

Develops and executes short and long-term domestic and international air service development strategic objectives, key initiatives and tactical plans to expand air service and increase airport usage.

Provides timely, relevant, and strategic planning to executive-level managers at the airport, airlines, and domestic and international community leaders.

Actively participates in external organizations and on external committees to gain awareness and acceptance of airport strategic goals.

Makes presentations to senior level airline executives, business and community leaders on strategic airport initiatives. Conducts outreach to educate and influence target audiences about positive economic impact to region or country.

Advocates for the airport with Federal Aviation Administration (FAA), federal negotiators and represents airport's interest during bilateral agreement proceedings.

Negotiates agreements with airline executives and business leaders concerning new or expanded air service.

Conducts research on and identifies passenger and air cargo wants and needs of a region. Makes air service projections and identifies target markets for service increases. Develops and manages research contracts with consultants. Approves invoices for payment.

Manages the air service marketing incentive program.

Maintains awareness of airport's capacities and master plans.

Researches and applies appropriate cultural protocols of foreign countries while conducting outreach, education, and business development activities.

Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Resolves problems encountered during daily operations and determines standards for problem resolution including escalations from clients.

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.

Responds to formal and informal employee grievances and prepares written response.

Documents causes for disciplinary action and initiates letters of reprimand and formal recommendations for disciplinary action.

Performs other 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.

### **Competencies**

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.

External Awareness – Identifies and understands economic, political, and social trends that affect the organization.

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 federal aviation agreements with other countries sufficient to be able to develop air service within those boundaries.

Knowledge of international cultural protocols sufficient to be able to establish effective working relationships with representatives of businesses in other countries.

Knowledge of financial analysis and research techniques sufficient to be able to determine what information is needed and secure, analyze desired information, and integrate research into reports and/or databases.

Knowledge of various types of contracts, techniques for contracting or procurement, and contract negotiation and administration.

### **Education Requirement**

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

### **Experience Requirement**

Three (3) years of professional experience developing air service agreements for a medium or large hub airport or an airline.

**Education & Experience Equivalency**

Two (2) years 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**

None

**Working Environment**

Regular domestic and international travel.  
Subject to varying and unpredictable situations.  
Subject to long irregular hours.

**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.):

Sitting: remaining in the normal seated position.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

**Background Check Requirement**

Criminal Check  
Employment Verification  
Education Check

**Assessment Requirement**

Professional Supervisor

**Probation Period**

Six (6) months.

**Class Detail**

**Pay Grade:** A-817

**FLSA Code:** Y

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

**Established By:** LS

**Revised Date:**

**Revised By:**

**Class History:**