



Office of Human Resources
Airside Operations Director - CA2757
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General Statement of Duties

Directs the work of the Airfield and Ramp Tower sections of the Operations division at Denver International Airport (DIA). Includes developing annual and multi-year work plans and strategies, ensuring resources are available to achieve work plans, resolving complex business issues, and establishing management practices and processes that ensure the accomplishment of performance standards.

Distinguishing Characteristics

The Director is a mid-level management class. A Director manages a division or agency and is generally responsible for supervising managers, supervisors, and individual contributors. A Director position is operationally and/or functionally focused as well as strategically focused.

This is a single-position classification that is unique to Denver International Airport. The classification reports to the Deputy Manager of Aviation for the Operations division. The Airside Operations Manager classification reports to this classification.

Level of Supervision Exercised

Directs the airfield and ramp tower functions of the Operations division by supervising managers, supervisors, and other individual contributors.

Essential Duties

Develops annual and multi-year work plans and strategies to meet business needs of the airport Operations Division. Develops and directs the implementation of goals, objectives, policies, procedures, and work standards to support the airport strategic plan and maintain compliance with FAR Part 139.

Works directly with members of the Federal Aviation Administration (FAA), FBI, Transportation Security Administration (TSA), airlines, Federal Air Marshalls, Customs, Border Protection and other agencies to ensure airport operates safely and efficiently.

Directs airport operations to ensure compliance with federal aviation regulations, policies, procedures, and delivery of quality customer and operational services.

Directs development of new or modified operational policies and procedures in response to changing federal, state and local aviation regulations.

Directs actions and resources to resolve emergencies, significant weather events and other non-routine situations.

Communicates business and work area plans and goals to managers and supervisors to secure buy-in. Reviews, approves, and implements recommended changes to plans and leads the development of process and/or operational improvements.

Prioritizes and allocates resources to achieve strategies. Utilizes resources to develop or expand services and/or operation. Ensures resources are utilized appropriately and do not exceed the established budget without approval.

Creates and administers policies and integrates work group procedures across work areas for consistency.

Resolves sensitive, controversial issues by making decisions that are inclusive of multiple perspectives.

Represents the Operations Division in meetings with elected and/or appointed officials and other city entities. Serves as the city representative with a variety of public, business, and community organizations. Fosters collaborative relationships to the benefit of 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.

Resolves escalated employee or citizen complaints including long-term resolutions in problem areas.

Selects, trains, develops, and evaluates subordinate staff. Makes decisions on hiring, terminations, promotions, and disciplinary actions as required.

Develops and monitors the budget and oversees financial well-being by analyzing cost effectiveness. Directs cost control activities.

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

Analyzing and Interpreting - Analyzes complex information and applies expertise to produce high quality work products.

Thinking Strategically - Thinks strategically and promotes best practices and leading-edge ideas.

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.

Persuading and Political Influence - Gains clear agreement and commitment from others by persuading, convincing and negotiating. Makes effective use of political processes to influence 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 safety and security practices sufficient to be able to coordinate and provide security.

Knowledge of public relation strategies sufficient to be able to manage public relations and facilitate information to the public through the media.

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.

Education Requirement

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

Experience Requirement

Three (3) years of experience of the type and at the level of Manager of Airside Operations supporting field operations, managing staff, and writing policies in a medium or large hub civilian airport or military facility.

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

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

Pressure due to multiple calls and inquiries.
Subject to many interruptions.
Subject to varying and unpredictable situations.
Subject to long irregular hours.
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.):

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.

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

By position, Motor Vehicle Record

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: A-818

FLSA Code: Y

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: