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.

Guidelines, Difficulty and Decision-Making Level

Guidelines are in the form of stated objectives for the section, unit, function or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs or projects in various stages of completion.

Level of Supervision Received & Quality Review

Under managerial direction, the employee has personal accountability for carrying out the work objectives of an organizational unit or section within the scope of established guidelines and the mission of the agency or department. Employee is expected to resolve problems that arise in the normal course of the work. Work may be discussed with higher level supervisors and reviewed for soundness of judgment and feasibility of decisions.

Interpersonal Communication & Purpose

Contacts of a non-prescribed nature involving the negotiation and resolution of non-routine problems encountered and where exceptional degrees of discretion and judgment and knowledge are required. Contacts where the exchange of information, support, influence and cooperation may have a very significant impact on the division, programs, and/or policies of the organization.

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.

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 assigns 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 duties as assigned or requested.

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.

**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**

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**

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.):

Walking: moving about on foot.
Sitting: remaining in the normal seated position
Carrying: transporting an object, usually by hand, arm, or shoulder.
Balancing: maintaining body equilibrium to prevent falling over.
Stooping: bending the body by bending spine at the waist.
Reaching: extending the hand(s) and arm(s) in any direction.
Handling: seizing, holding, grasping, or otherwise working with hand(s).
Fingering: picking, pinching, or otherwise working with fingers.
Talking: expressing or exchanging ideas by means of spoken words. Talking in a composed professional manner using multiple radio frequencies during normal and emergency operations.
Hearing: perceiving the nature of sounds by the ear.
Eye/hand/foot coordination: performing work through using two or more.
Vision Far Acuity: ability to see clearly at 20 feet or more.
Vision Near Acuity: ability to see clearly at 20 inches or less.
Depth Perception: ability to judge distances and space relationships.
Field of Vision: ability to see peripherally.
Color Vision: ability to distinguish and identify different colors.
Driving: operating a vehicle for long periods of time and in adverse weather conditions affecting visibility.
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-816
- FLSA Code: Y
- Management Level: 5
- Established Date: 9/21/2018
- Established By: Lori Schumann
- Revised Date:
- Revised By:
- Class History: