



Office of Human Resources

Aviation Operations Manager Section - CA2821

General Statement of Duties

Manages the customer service and communications functions within the Operations division of Denver International Airport that 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 Aviation Operations Manager class is unique to Denver International Airport. It reports to the Aviation Operations Director.

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 & 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 Communication & Purpose

Communication at this level tends to be internally 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 the customer service and communications work groups within the Operations division by managing supervisors and individual contributors.

Essential Duties

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.

Manages the activities of the customer service and communications functions of the Operations division to ensure a safe and orderly flow of passengers through the airport facility.

Collaborate with other airport and City agencies such as Denver Police, Fire, 311, Office of Economic Development, City Council, and the Mayor's Office to ensure a safe and orderly flow of emergency personnel, VIPs, and airport passengers.

Collaborates with regional economic development and tourism organizations such as Visit Denver, Metro Denver Chamber of Commerce, State of Colorado, Ski Country to develop common objectives and goals to promote the region as well as Denver International Airport.

Ensures all functional policies, procedures and standard operating procedures are maintained and updated as needed taking into consideration all internal and external factors.

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 restraints.

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

Represents the function in meetings with elected and/or appointed officials and other city entities. Serves as a city representative on various committees. Fosters collaborative relationships that benefit the organization.

Creates and administers work group procedures and recommends and implements process improvements and policies for work groups.

Establishes performance metrics for staff and work areas. 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.

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.

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.

Influencing - Collaborates with, persuades and influences others.

Political Savvy - Identifies the internal and external politics that impact the work of the organization. Perceives organizational and political reality and acts accordingly.

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

None

Education Requirement

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

Experience Requirement

Three (3) years of supervisory experience or Three (3) years of experience at an Administrator level in aviation communications OR Three (3) years of supervisory experience or Three (3) years of experience at an Administrator level in an aviation customer service and marketing function.

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-816

FLSA Code: Y

Management Level: 5

Established Date: 9/21/2018

Established By: Lori Schumann

Revised Date: 1/1/2019, 03/03/2019

Revised By: Susan Keller, Greg Thress

Class History:

01/01/2019 - Updated pay grade per pay survey market changes.

03/03/2019 – Job Title revision