



Office of Human Resources
Landside Service Supervisor - CN1944
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General Statement of Duties

Performs supervisory duties and directs employees who ensure safe and efficient flow of people using airport parking and ground transportation facilities by monitoring contract compliance of commercial carriers and parking contractors, providing airport passengers and employees with assistance on the availability of ground transportation and parking options, inspection of the airport facilities, and issuing citations for violations.

Distinguishing Characteristics

Landside Service Agent I is distinguished from Landside Service Supervisor in that it is standard level work performing parking permit sales, collection of fees, monitoring parking vendor performance, inspection of parking areas, and issuing citations at Denver International Airport. Landside Service Agent II is distinguished from Landside Service Supervisor in that it performs full performance level work ensuring safe and efficient flow of people using airport parking and ground transportation facilities by monitoring contact compliance of commercial carriers and parking contractors, providing airport passengers and employees with assistance on the availability of ground transportation and parking options, inspection of the airport facilities, and issuing citations for violations.

Level of Supervision Exercised

Supervises two or more full time employees who do not supervise.

Essential Duties

Supervises the work of Landside employees engaged in providing ground transportation and parking service to airport passengers, employees, and the general public.

Acts as liaisons with contractors responsible for parking and ground transportation services. Attends regular meetings with contractors to facilitate communication that identifies and resolves operational issues.

Prepares monthly revenue reports indicating monies collected from AVI taxi gate and monitors the preparation of collections of cash deposits to the finance department.

Represents organization at the Incident Command Center (ICC) during airport incidents and emergencies that require coordination of efforts by the entire airport.

Researches, compiles facts, and makes recommendations for items purchased by the organization, requisitions materials, supplies, and replacement parts. Monitors inventory of materials and supplies and assists with surplus of equipment and furniture.

Addresses problems with the AVI System and coordinates repairs with the maintenance contract holder as necessary.

Develops or modifies work plans, methods and procedures, determines work priorities and develops work schedules to provide adequate staff coverage. Provides work instruction and assists 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 candidate(s) for job opening(s).

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 related 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

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

Decisiveness – Makes well-informed, effective, and timely decisions, even when data are limited or solutions produce unpleasant consequences; perceives the impact and implications of decisions.

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.

Oral Communication – Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

Problem-Solving – Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Reasoning – Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Knowledge & Skills

Knowledge of public safety and security; occupational health and safety; investigation and inspection; rules, regulations, precautions, and prevention techniques for protecting people, data, and property.

Knowledge of laws, legal codes, court procedures, precedents, legal practices and documents, government regulations, executive order, agency rules, and government organization and functions.

Knows the organization's mission and functions, and how its social, political, and technological systems work and operates effectively within them; this includes the programs, policies, procedures, rules, and regulations of the organization.

Skill in applying existing guidelines or creating new approaches to the development and modification of work plans, methods and procedures for the work unit or function.

Education Requirement

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

Experience Requirement

Three (3) years experience of the type and at the level of a Landside Customer Service Agent II.

Education & Experience Equivalency

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

This job requires driving. Requires valid Driver's License at the time of application.

By position, required to obtain a Special Police Officer certification from the Manager of Safety's Office. This certification is required in accordance with the City Charter and the Denver Revised Municipal Code. Failure to obtain the certification will result in withdrawal of the offer of the position or end probation status.

Licenses and certifications must be kept current as a condition of employment.

Working Environment

Subject to pressure for multiple calls, inquiries, and interruptions.
Subject to varying and unpredictable situations.
Potential exposure to cold temperatures, cold enough to cause bodily discomfort.
Potential exposure to heat temperatures, hot enough to cause bodily discomfort.
Noise: sufficient noise to cause distraction.
Subject to long, irregular hours.
Handles absentee replacement on short notice.

Level of Physical Demand

2-Light (10-20 lbs.)

Physical Demands

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

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.
Field of Vision: ability to adjust vision to bring objects into focus.
Color Vision: ability to distinguish and identify different colors.
Standing: remaining on one's feet in an upright position.
Walking: moving about on foot.
Carrying: transporting an object; usually by hand, arm, or shoulder.
Balancing: maintaining body equilibrium to prevent falling over.
Handling: seizing, holding, grasping, or otherwise working with the hand(s).
Talking: expressing or exchanging ideas by means of spoken words.
Hearing: perceiving the nature of sound 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 20 pounds, from one level to another.
Stooping: Bending the body by bending the spine at the waist.
Crouching: bending body downward and forward by bending legs.

Background Check Requirement

Criminal Check
Employment Verification
By position, Motor Vehicle Record

Assessment Requirement

Professional Supervisor

Probation Period

Six (6) months.

Class Detail

Pay Grade: N-808
FLSA Code: Y
Established Date: 9/21/2018
Established By: LS
Revised Date:
Revised By:
Class History: