



Office of Human Resources

Manager Aviation Customer Service

General Statement of Duties

Performs second level supervisory work over first-line supervisors of aviation customer service work at concourse and terminal information booths, airport call center, and other public areas of the airport, providing information and problem resolution to aviation passengers and the public at Denver International Airport.

Distinguishing Characteristics

The Aviation Customer Service Manager performs second-level supervisory work over employees performing first-line supervisory duties and usually does not engage in the same work as the workers supervised. It is distinguished from the Aviation Customer Service Supervisor class who performs first-line supervisory duties over workers who perform aviation customer service work providing information and problem resolution to aviation passengers and the public at 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 specialized knowledge are required in carrying out the programs and policies of an organization.

Level of Supervision Exercised

Supervises two or more first-line supervisors.

Essential Duties

Directs and supervises the work of subordinate supervisors and employees involved in providing passenger services for the airport.

Develops and implements aviation customer service operational policies in accordance with departmental, state, and/or federal aviation mandates and/or legislation and ensures policies are regularly evaluated in accordance with legislation, governmental requirements, and standards.

Develops and improves relationships among various airport work groups by encouraging, developing, and strengthening cooperation and leadership in inter-group relations and communications.

Assists in developing and managing the budget for the aviation customer service section and allocating funds in order to accomplish division goals and objectives.

Determines the priorities, goals, and objectives of the aviation customer service staff.

Oversees daily briefings with management, peers, airlines, Airport Operations, Transportation Security Administration, Federal Aviation Administration, Immigration & Customs Enforcement, Federal Inspection Services, Airport Security, contractors, and outside agencies, covering significant information events that may have an operational impact on the traveling public.

Implements and interprets policies and procedures developed by higher level managers. Develops, recommends and coordinates the implementation of new procedures for the assigned function.

Directs the development of performance evaluation standards for functions managed within the guidelines set by top management. Formally evaluates the work of directly subordinate supervisor and/or staff.

Receives formal and informal grievances and conducts preliminary discussions for settlement when necessary. Initiates disciplinary action for employees when necessary and assists lower level supervisors as required.

Develops and implements staff training and development programs that provide opportunities for individual employee growth and long range development of employees.

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

Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

Information Management - Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.

Influencing - Collaborates with, persuades and influences others.

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

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 budgeting principles and practices sufficient to be able to administer a budget to accomplish objectives.

Knowledge of airport service and resources sufficient to be able to assist the traveling public.

Knowledge of Federal and City laws, policies, and procedures sufficient to be able to monitor and report conditions in the airport that affect safety and security and create efficient passenger flow.

Education Requirement

Bachelor's Degree in Business Administration, Public Administration, Sociology, Psychology, or a related field.

Experience Requirement

Three (3) years of supervisory experience in aviation customer service operations.

Education & Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

A combination of appropriate education and experience may be substituted for the minimum education and experience requirements.

Licensure & Certification

None

Working Environment

Subject to varying and unpredictable situations.
Subject to many interruptions.
Pressure due to multiple calls and inquiries.

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.):

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Sitting: remaining in the normal seated position.

Carrying: transporting an object usually by hand, arm, or shoulder.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping, or otherwise working with hands.

Fingering: picking, pinching, or otherwise working fingers.

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.

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 distance and space relationships.

Field of Vision: ability to see peripherally.

Accommodation: ability to adjust vision to bring objects into focus.

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

None

Probation Period

Six (6) months.

Class Detail

FLSA Code: Y
Management Level: 6
Established Date: 8/1/2018
Established By: Lori Schumann
Revised Date:
Revised By:
Class History: