



Office of Human Resources  
Ramp Tower Supervisor - CA2184  
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### General Statement of Duties

Performs supervisory work over airport employees stationed in the ramp tower at Denver International Airport responsible for safe and efficient movement of aircraft to and from concourse gates and taxiways.

### Distinguishing Characteristics

This class reports to the Ramp Tower Manager. It supervises Airport Operations Officer – Airfield and Ramp Tower employees who are assigned to the Ramp Tower performing duties associated with aircraft movement from terminal gates to taxiways and other aircraft movement areas.

### Level of Supervision Exercised

Performs supervisory work over Airport Operations Officers – Airfield and Ramp Tower stationed in the Ramp Tower at Denver International Airport.

### Essential Duties

Performs supervisory work over employees responsible for movement of aircraft to and from gates and taxiways.

Coordinates aircraft movements with the FAA Tower, Airlines, deice companies, city agencies, or any other entity necessary to ensure the smooth operation of Ramp Tower functions. Identify and coordinate corrective action for non-movement area abnormalities such as construction activities, aircraft conflicts, and aircraft emergencies.

Coordinates special operations on ramp areas involving snow emergencies, snow removal operations, severe thunderstorms, low visibility conditions, and VIP operations. Recommends optimal cargo aircraft and overnight parking of other aircraft in ramp areas.

Assists the Aviation Operations Supervisor in managing, coordinating, and resolving airport emergencies, security problems, and unusual situations.

During deice events, coordinates movements of aircraft with airlines, deice companies, and other agencies while ensuring the proper deice procedures are followed.

Reads, interprets and enforces Federal Aviation Regulations (FAR) and city and airport rules and directives.

Monitors the gate management system software and makes appropriate changes to reflect actual gate usage. Resolves and reports any inaccuracies or problems to operations management.

Assists the airlines and ground handlers in keeping the information in the gate management system software accurate and up-to-date.

Assists operations management in performing administrative duties related to the gate management software system.

Assists the staff Aviation Operations Supervisor in charge of airfield construction with coordination of construction activities.

Develops or modifies work plans, methods, and procedures; determines work priorities and coordinates work schedules with operations management to provide adequate staff coverage. Provides work instruction and assists employees with difficult or unusual assignments. Assigns daily duties and ensures effective time usage including breaks and shift coverage. Distributes special projects and reviews work for accuracy and completeness and returns assignments with recommendations for proper completion.

Participates in hiring interviews and selection of final candidates.

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.

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

**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.

**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 basic aviation and airport control procedures sufficient to be able to provide safe coordination of various areas of the airport and aircraft.

Knowledge of Federal Aviation Regulations sufficient to be able to ensure compliance by airlines, tenants, and other users of the airport.

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.

Knowledge of gate management software systems sufficient to be able to monitor activity and make appropriate changes to ensure accurate records.

Skill in interpreting and enforcing city, state, and federal regulations.

Skill in the simultaneous use of several radio frequencies sufficient to be able to provide and receive information from airport, FAA, airline, and other personnel.

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

Skill in reviewing work for accuracy and completeness.

### **Education Requirement**

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

### **Experience Requirement**

Two (2) years of experience of the type and at the level of Airport Operations Officer – Airfield and Ramp Tower in a medium or large hub civilian airport or military facility which must have included assignments involving the coordination of aircraft movement from gates to taxiways.

### **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.

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**

Handles emergency or crisis situations  
Pressure due to multiple calls and inquires  
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

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 ear. Monitoring and understanding information from multiple radio frequencies simultaneously during normal and emergency operations.

Vision Near Acuity: ability to see clearly at 20 inches or less.

Vision Far Acuity: ability to see clearly at 20 feet or more.

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.

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

Professional Supervisor

### Probation Period

Six (6) months.

### Class Detail

**Pay Grade: A-811**

**FLSA Code: Y**

**Established Date: 9/21/2018**

**Established By: LS**

**Revised Date:**

**Revised By:**

**Class History:**