



Office of Human Resources
Terminal Operations Officer - CA2804
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General Statement of Duties

Assists the Terminal Operations Supervisor in the oversight of the operation of the terminal, concourses, and other airport facilities to provide for the safety of the traveling public and efficient operation of the airport.

Distinguishing Characteristics

Terminal Operations Officer employees are distinguished from Airport Operations Officer – Airfield and Ramp Tower employees who assist the Airport Operations Supervisor and Ramp Tower Supervisor in the management of airfield and ramp tower operations and monitors compliance with airport and federal regulations to ensure the safety and security of the Airport.

Level of Supervision Exercised

May perform leadwork over other aviation employees.

Essential Duties

Assists the Terminal Operations Supervisor by overseeing and resolving operational problems, emergencies, and other unusual situations in the terminal, concourses, and other airport facilities to provide for the safety of the traveling public and efficient operation of the airport.

Assists the Terminal Operations Supervisor by overseeing operational, engineering, construction, maintenance, contractor, tenant and other necessary landside activities of the terminal, concourses and roadways.

Monitors passenger screening operations, Employee Access Portals, and employee turnstiles in conjunction with the Transportation Security Administration (TSA) and initiates action as appropriate to resolve problems and enforce airport security requirements.

Monitors and resolves problems involving passenger flow through terminal and concourse areas, including the Automated Guiderail systems and platform, baggage screening operations, airline ticket counters, curbside and baggage claim areas and baggage transportation in the tunnels beneath the terminal and concourses.

Responds to medical, public safety, security and a variety of other problematic emergency situations in the terminal and concourse areas. Advises Terminal Operations Supervisor of the status of the emergency and ensures appropriate resources are available to effectively resolve the situation. Coordinates and directs the activities of other airport personnel as appropriate.

Enforces DIA Airport Rules and Regulation requirements in the terminal, concourses, and roadways in conjunction with Airport Security staff, Denver Police, TSA, Customs and Border Protection, FBI, and contracted security guards. Issues violation citations as appropriate.

Coordinates landside activities related to aircraft alerts and severe weather for airlines, passengers and other entities in the terminal and concourses.

Coordinates special movements in the terminal and concourses for VIPs, dignitaries and special events.

Performs the Terminal Operations unit function with regard to stranded passengers, security breaches, train system failures, medical emergencies, power failures, hazardous material incidents, bomb threats and other emergencies.

Monitors the customs intake facility to ensure safe and efficient flow of incoming international passengers. Coordinates with airlines, federal agencies, ground handlers, other airport customer service personnel and airport volunteers to provide assistance and customer service to passengers.

Conducts inspections of the terminal, concourses, roadways, and tunnel areas according to TSA regulations. Issues work orders through the maintenance center to address maintenance and repair needs.

Authorizes temporary shutdowns of elevators, escalators, walkways, etc. in the terminal and concourses for maintenance purposes. Monitors and assesses the completeness of maintenance and repair work and requests corrective action if necessary.

Remains current on all updates to local and federal regulations, Airport Security Program and TSA security directives. Maintains proficiency by passing regularly scheduled examinations.

Assists in the planning, coordination, and implementation of plans for snow emergencies, stranded passengers, and other operational contingencies.

Assists in the orientation and training of new incumbents to the classification, performing and demonstrating the duties of the classification. Communicates evaluation of the trainee to the Terminal Operations Supervisor. Maintains a mentoring program for interested candidates in Airport Operations allowing individuals an opportunity to become familiar with the job.

Assists the City Attorney with city liability claims to prevent or mitigate losses to the City in litigation as a witness or through deposition.

Coordinates the DIA Leafleting and Solicitation program by defining procedures, reviewing applications, and issuing permits as designated by the Manager of Aviation.

Monitors the DIA Automated External Defibrillator program including routine inspections, servicing and replacement when necessary.

Prepares electronic logbook entries of daily events, maintains databases and prepares reports as needed.

Monitors, documents and evaluates several airport contracts via log entries, metrics and statistical data to provide airport patrons with the most efficient movement of passengers. Advises other airport operation divisions of potential impacts on their operations.

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

Customer Service – Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Decision Making – Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

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.

Reading – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Knowledge & Skills

Knowledge of airport operations sufficient to be able to establish and monitor terminal and concourse and activities for safe and efficient operation.

Knowledge of TSA regulations and airport rules and regulations sufficient to be able to ensure compliance.

Knowledge of 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 assist the Terminal Operations Supervisor in operations and emergency events.

Knowledge of FAR Part 139 and FAA Advisory Circulars and Directives sufficient to be able to train others in 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 assist in the management of operations and emergency events.

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.

Skill in the simultaneous use of several radios, cellular phone, and other electronic devices sufficient to be able to provide and receive information from airport, FAA, airline, and other personnel.

Education Requirement

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

Experience Requirement

Three (3) years of experience of the type and at the level of Aviation Operations Representative or equivalent in an aviation environment.

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

Extreme Cold temperature cold enough to cause marked bodily discomfort
Extreme Heat temperature hot enough to cause marked 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
Atmospheric Conditions: conditions that affect the skin or respiratory system
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 hazards such as moving parts, moving equipment, flammable and explosive gases
Subject to traffic, roadways, and pedestrians.

Level of Physical Demand

3-Medium (20-50 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. Extended periods of time on foot in the Terminal and Concourse Areas.

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

Eye/hand/foot coordination: performing work through using two or more.

Kneeling: bending legs to come to rest on one or both knees.

Pushing: exerting force upon an object so that the object is away.

Pulling: exerting force on an object so that it is moving to the person.

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

Sitting: remaining in the normal seated position.

Repetitive Motions: making frequent movements with a part of the body.

Feeling: perceiving attributes of objects by means of skin receptors.

Climbing: ascending or descending objects usually with hands or feet.

Crawling: moving about on hands and knees or hands and feet.

Balancing: maintaining body equilibrium to prevent falling over.

Stooping: bending the body by bending the 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. 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.

Driving: operating a vehicle for long periods of time and in adverse.

Lifting: raising or lowering objects weighing no more than 50 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-624

FLSA Code: N

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: