



Office of Human Resources
Terminal Operations Supervisor - CA2807
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General Statement of Duties

Supervises the airport operations function in the main terminal, on the concourses, and at other airport facilities to provide for the safety of the traveling public and efficient operation of the airport.

Distinguishing Characteristics

Terminal Operations Supervisor is distinguished from Aviation Operations Supervisor which is the second highest level day-to-day manager of airport, ramp tower, and terminal operations at Denver International Airport.

Level of Supervision Exercised

Supervises the activities of Terminal Operations Officers and other aviation employees as necessary.

Essential Duties

Supervises, coordinates, and resolves operational problems, emergencies, and other unusual situations in the main terminal, on the concourses, and at other airport facilities in coordination with the Denver Police, Denver Health Paramedics, and Transportation Security Administration (TSA) in order to provide for the safety of the traveling public and efficient operation of the airport.

Leads staff in monitoring passenger screening operations in conjunction with the TSA and initiates action as appropriate to resolve problems and maintain passenger movement through the screening areas. Enforces airport security requirements in the terminal and on the concourses.

Leads staff in monitoring and resolving problems involving passenger flow through terminal and concourse areas, including the Automated Guiderail (train) systems and platforms, baggage screening operations, airline ticket counters, curbside and baggage claim areas and baggage transportation in the tunnels beneath the terminal and the concourses.

Responds to medical, public safety, security and a variety of other emergency situations in the terminal and on the concourses. Advises duty airport manager of the status of the emergencies and ensures that appropriate resources are available to effectively resolve the situations. Coordinates and directs the activities of other airport personnel as appropriate.

Administers contract services in the terminal specific to coordinating the flow of passenger traffic, expedited passenger processing, and emergency medical services.

Supervises the Customs and Border Protection Service's intake facility to ensure the 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.

Supervises the inspection of all terminal, concourse, and tunnel areas according to TSA regulations. Conducts inspections of tenant and concession areas. Takes corrective action for non-compliance as necessary.

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

Prepares and submits work orders for maintenance needs in the terminal and concourse areas. Authorizes temporary shutdowns of elevators, escalators, walkways, etc. in the terminal and concourses for maintenance purposes. Logs work orders and inspects finished product upon completion.

Ensures that staff completes electronic logbook entries of daily events, maintains databases and prepares reports as needed.

Monitors activities of the airlines to ensure compliance with contractual requirements. Advises other airport divisions of potential impacts on their operations.

Administers the airport's free speech program.

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.

Delegates responsibility and authority to subordinate staff.

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.

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

Knowledge of TSA regulations and airport rules and regulations sufficient to be able to ensure 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 the duty airport manager in operations and emergency events.

Knowledge of FAR Part 139 and FAA Advisory Circulars sufficient to be able to manage aircraft operations to maintain compliance.

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 radio frequencies 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 Terminal Operations Officer 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

Pressure due to multiple calls and inquiries
Subject to long irregular hours
Subject to many interruptions
Subject to varying and unpredictable situations
Noise sufficient to cause distraction or possible hearing loss
Handles emergency or crisis situations
Temperature Changes variations in temperature from hot to cold
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.

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

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

Field of Vision: ability to see peripherally.

Color Vision: ability to distinguish and identify different colors.

Depth Perception: ability to judge distances and space relationships.

Driving: operating a vehicle for long periods of time and in adverse weather conditions affecting visibility.

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

Professional Supervisor

Probation Period

Six (6) months.

Class Detail

Pay Grade: A-812

FLSA Code: Y

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: