

POSTING IS REQUIRED

Classification Notice No. 1365

To: Agency Heads and Employees
From: Nita Henry, Executive Director
Date: July 5, 2012
Subject: Proposed Change to the Classification and Pay Plan

The proposed change amends the Classification and Pay Plan by adding Manager of Air Service Development (815-A).

CSA is recommending the creation of the class of Manager of Air Service Development for Denver International Airport (DIA). This position will manage the air service development function at DIA. It will be responsible for developing and executing short and long term domestic and international air service strategic objectives, key initiatives and tactical plans to expand air service and increase airport usage. This is a common functional position at many medium and large-hub airports across the country.

NEW CLASSES

<u>Job Code</u>	<u>Classification Title</u>	<u>Pay Grade & Range</u>
CA2632	Manager of Air Service Development	815-A (\$78,235-\$124,848)

Per Career Service Rule 7-37 A – “If it is determined, as a result of an audit or maintenance study, that changes to the classification and pay plan are necessary, the effective date of any resulting re-allocations shall be the beginning of the first work week following approval by the Board.”

The Career Service Executive Personnel Director shall provide those appointing authorities who are affected with a draft of proposed changes in the plan, and notice shall be posted on appropriate bulletin boards at least thirteen calendar days from the date of this notice.

Public Notice of Changes:

The scheduled time for the public hearing is **Thursday July 19, 2012 9:00 a.m.** in the CSA Board Room, Room 4.I.4, Webb Municipal Building, 201 West Colfax Avenue.

Note: Please submit any questions or comments on this proposal in writing to Bruce Backer bruce.backer@denvergov.org, Career Service Authority, in care of Seth Duhon-Thornton seth.duhon-thornton@denvergov.org by 8:00 a.m. on **Thursday, July 19, 2012**. Please include a contact name and phone number so that we may respond directly.

If anyone wishes to be heard by the Board on this item, please call Debbie Saraceno Debbie.saraceno@denvergov.org at (720) 913-5609 no later than noon on **Tuesday, July 17, 2012**.



Career Service Authority

Page 1 of 5

Manager of Air Service Development

GENERAL STATEMENT OF CLASS DUTIES

Manages the air service development function at Denver International Airport by planning and executing strategies to retain and acquire air service.

DISTINGUISHING CHARACTERISTICS

This is a single incumbent position located at Denver International Airport.

Guidelines, Difficulty and Decision Making Level:

Guidelines are in the form of stated vision and objectives for the division or agency.

Work assignment is unstructured and employee is responsible for implementing and managing a variety of objectives, resources, and strategies to achieve the goals of the airport. Duties performed include operational and organizational planning; developing standards, schedules, priorities, guidelines, processes and measurement (evaluation) systems; implementation of production and performance management standards; and allocating resources.

Level of Supervision Received and Quality Review:

Under executive direction, the employee is delegated personal responsibilities and authorities over a department division, agency or department. Agency manager or director, the Mayor, cabinet member or a commission or board, may review work for soundness of judgment and conclusion.

Interpersonal Communications and 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 knowledge are required. Contacts where the exchange of information, support, influence and cooperation may have a very significant impact on the division, programs, and/or policies of the airport.

Level of Supervision Exercised:

Supervises professional and support staff.

ESSENTIAL DUTIES

Develops and executes short and long-term domestic and international air service development strategic objectives, key initiatives and tactical plans to expand air service and increase airport usage.

Provides timely, relevant, and strategic planning to executive-level managers at the airport, airlines, and domestic and international community leaders.

Actively participates in external organizations and on external committees to gain awareness and acceptance of airport strategic goals.

Makes presentations to senior level airline executives, business and community leaders on strategic airport initiatives. Conducts outreach to educate and influence target audiences about positive economic impact to region or country.

Advocates for the airport with Federal Aviation Administration (FAA), federal negotiators and represents airport's interest during bilateral agreement proceedings.

Negotiates agreements with airline executives and business leaders concerning new or expanded air service.

Conducts research on and identifies passenger and air cargo wants and needs of a region. Makes air service projections and identifies target markets for service increases. Develops and manages research contracts with consultants. Approves invoices for payment.

Manages the air service marketing incentive program.

Maintains awareness of airport's capacities and master plans.

Researches and applies appropriate cultural protocols of foreign countries while conducting outreach, education, and business development activities.

Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Resolves problems encountered during daily operations and determines standards for problem resolution including escalations from clients.

Develops the performance enhancement plan, documents performance, provides performance feedback, and formally evaluates the work of employees.

Responds to formal and informal employee grievances and prepares written response.

Documents causes for disciplinary action and initiates letters of reprimand and formal recommendations for disciplinary action.

Performs other duties as assigned.

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.

MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Oral Communication – Clearly communicates and explains agency/departmental policies and communicates information about the assigned functional area's activities to peers, higher-level managers, administrative staff of other organizations, internal and external customers, and other stakeholders.

Written Communication – Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

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

Interpersonal Skills – Establishes and maintains constructive and cooperative interpersonal relationships with staff, peers, higher-level managers, and other internal/external customers/stakeholders to accomplish the organization's mission. Adapts approaches to different people and situations.

Conflict Management – Minimizes confrontations, disagreements, complaints, and grievances and resolves them in a constructive manner. Works with staff, higher-level managers, peers, and other internal and external customers/stakeholders to generate areas of agreement and joint action.

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

Financial Management – Recommends, administers, allocates, reallocates, negotiates, and monitors revenue and/or expenditures to ensure cost-effective management of programs, projects, and policies for a functional area.

Decisiveness – Commits to action, even in uncertain situations, by making sound and timely decisions necessary to carry out programs, ideas, systems, and/or policies that affect a functional area. Legal, public, and financial consequences are generally limited to assigned area(s).

Problem Solving – Uses logic to identify and solve problems for the assigned functional area. Considers well-defined choices, where there are a limited number of possible actions and the impact is limited to the assigned functional area.

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

Creative Thinking – Uses imagination to develop new insights into situations, applies innovative solutions to problems, and designs new methods where established method and procedures are inapplicable or are unavailable.

Organizational Awareness – Knows the organization’s mission and function and how its social, political, and technological systems work and operates effectively with them including the program, policies, procedures, rules and regulation of the organization.

External Awareness – Identifies and understands economic, political, and social trends that affect the organization.

Contracting and Procurement – Knowledge of various types of contracts, techniques for contracting or procurement, and contract negotiation and administration.

Vision – Understands where the organization is headed and how to make a contribution, takes a long-term view, and recognizes opportunities to help the organization accomplish its objectives or move toward the vision.

Self-Direction - Sets goals and takes initiative in implementing ideas, systems or policies that affect the assigned functional area. Manages time efficiently, encourages feedback and invests in self-development.

Legal, Government and Jurisprudence – Knowledge of laws, legal codes, court procedures, precedents, legal practices and documents, government regulations, executive orders, agency rules, government organization and functions, and the democratic political process.

Influencing/Negotiating – Persuades others to accept recommendations, cooperate, or change their behavior, works with others towards an agreement, and negotiates to find mutually acceptable solutions.

Planning and Evaluating – Establishes objectives and strategies for a functional area, identifies required resources, and develops plans for carrying out the work in a timely manner. Monitors and evaluates progress to ensure that policies are being implemented and adjusted as necessary to accomplish the organization's mission.

Team Building – Encourages and facilitates cooperation and open communication, promotes team work at all levels within a functional area, cooperates with staff, higher-level managers, peers, and internal and external customers/stakeholders to accomplish the organization's goals.

Internal Controls/Integrity – Follows guidelines to implement and maintain accounting and administrative controls for the assigned functional area within an agency/department. Exhibits personal integrity, promotes ethical conduct by employees, and abides by the City's Code of Ethics.

Technical Competence – Is knowledgeable about the subject matter, procedures, requirements, regulations, and policies related to area of responsibility and provides expert advice to staff, higher-level managers, peers, and internal and external customers/stakeholders.

Knowledge of federal aviation agreements with other countries sufficient to be able to develop air service within those boundaries.

Knowledge of international cultural protocols sufficient to be able to establish effective working relationships with representatives of businesses in other countries.

Knowledge of financial analysis and research techniques sufficient to be able to determine what information is needed and secure, analyze desired information, and integrate research into reports and/or databases.

Physical Demands:

Sitting: remaining in the normal seated position.
Talking: expressing or exchanging ideas by means of spoken words.
Hearing: perceiving the nature of sounds by the ear.

Working Environment:

Regular domestic and international travel.
Subject to varying and unpredictable situations.
Subject to long irregular hours.

Education Requirement:

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

Experience Requirement:

Three years of professional experience developing air service agreements for a medium or large hub airport or an airline.

Education/Experience Equivalency:

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

Licensure and/or Certification:

None.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: July, 2012

ESTABLISHED BY: Steve Adkison

REVISED DATE:

REVISED BY:

CLASS HISTORY This is a new classification to be used by Denver International Airport.