



Office of Human Resources  
Airport Commercial Manager - CA3136  
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### General Statement of Duties

Manages, coordinates, and controls commercial revenue programs at Denver International Airport which includes implementing work plans based on annual goals and the strategic plan, resolving citizen, operational, and management issues, and achieving goals while ensuring resources are used appropriately and aligning with city and airport business development strategies and priorities.

### Distinguishing Characteristics

This class manages airport revenue programs at Denver International Airport. This classification reports to the Airport Revenue Director. Major airport revenue programs include retail, food and beverage, commercial property, car rental, parking and ground transportation businesses, and airline affairs.

The Manager is a first level management class. A Manager oversees workgroups/areas within a division or agency and is responsible for supervising first or second line supervisors and individual contributors. A Manager position is operationally and functionally focused.

The Airport Revenue Director directs a commercial revenue division at Denver International Airport which includes contributing to the development of annual and multi-year work plans and strategies, ensuring resources are available to achieve work plans, resolves complex business issues, and establishes management practices and processes that ensure the adherence and accomplishment of performance standards.

### Essential Duties

Monitors and implements strategies for the most efficient revenue programs within the airport. Manages, coordinates, and controls activities within assigned revenue programs at Denver International Airport.

Assists with financial and business planning and analysis plans, including annual and multi-year work plans and strategies to meet business needs of the function. Monitors and supports performance metrics for the functional area. Performs market research in the program area, analyzes data, and prepares recommendations for senior management.

Maintains relationships between the airport and internal and external stakeholders. Serves as the city representative with a variety of tenants, public, business, community organizations, elected or appointed officials, and other city entities. Fosters collaborative relationships to the benefit of the airport.

Manages escalated or complex customer and tenant issues related to the program area.

Administers revenue-generating development activities and development for the airport and coordinates workgroup activities. Manages space planning and redevelopment opportunities within the airport.

Manages the contract process for program area including a request for qualifications, request for information, and request for quotes (RFx). Maintains and updates standard operating procedures, policies, and procedures for the functional area. Manages contract compliance of tenants and contractors.

Develops or modifies work plans, methods and procedures, determines work priorities, and develops work schedules to provide adequate staff coverage. Provides work instruction and assists employees with difficult and/or unusual assignments; encourages innovation. Assigns and distributes work, reviews work for accuracy and completeness and returns assignments with recommendations for proper completion.

Conducts hiring interviews and selects candidates for job openings.

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 cause for disciplinary action and initiate letters of reprimand and make formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.

Participates in planning and managing budget systems; prepares and presents budget recommendations to higher management; adjusts work plans/activities because of budget changes.

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

**Conflict Management** - Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

**Deciding and Initiating Action** - Takes responsibility for actions, projects, and people; makes quick, clear decisions which may include tough choices, after considering risks.

**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.

**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 planning, coordination, and execution of business functions, resource allocation, and production.

Knowledge of several types of contracts, techniques for contracting or procurement, and contract negotiation and administration.

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.

Skill in developing an independent vision, investment, or course of action to achieve the organization's goals. Create a business plan, analyze financial implications, review the impact on operational processes, and communicate the vision effectively.

Knowledge of business planning and analysis, airport revenue programs, airport passenger demographics, retail industry trends, and business development.

**Level of Supervision Exercised**

Manages activities within the Revenue Division by supervising supervisors and individual contributors.

**Education Requirement**

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

**Experience Requirement**

Three (3) years of full performance level professional experience in the subject area.

**Education & Experience Equivalency**

Two (2) years 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, may require a Colorado Class "R" Driver's License by the completion of probation.

Licenses and certifications must be kept current as a condition of employment.

**Working Environment**

Pressure due to multiple calls, inquiries, and conflicts.

Subject to many interruptions.

Subject to varying and unpredictable situations.

Subject to long irregular hours.

**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.):

Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.

Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.

Hearing: Perceiving and comprehending the nature and direction of sounds.

Lifting: Moving objects weighing no more than 10 pounds from one level to another.

Repetitive motions: Making frequent or continuous movements.

Sitting: Remaining in a stationary position.

Talking: Communicating ideas or exchanging information.

**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-815**

**FLSA Code: Y**

**Established Date: 6/23/2019**

**Established By: BM**

**Revised Date:**

**Revised By:**

**Class History:**