



Office of Human Resources
Aviation Customer Service Manager - CC2483
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General Statement of Duties

Performs second level supervisory work over first-line supervisors of aviation customer service work at concourse and terminal information booths, airport call center, and other public areas of the airport, providing information and problem resolution to aviation passengers and the public at Denver International Airport.

Distinguishing Characteristics

The Aviation Customer Service Manager performs second-level supervisory work over employees performing first-line supervisory duties and usually does not engage in the same work as the workers supervised. It is distinguished from the Aviation Customer Service Supervisor class who performs first-line supervisory duties over workers who perform aviation customer service work providing information and problem resolution to aviation passengers and the public at Denver International Airport.

Essential Duties

Directs and supervises the work of subordinate supervisors and employees involved in providing passenger services for the airport.

Develops and implements aviation customer service operational policies in accordance with departmental, state, and/or federal aviation mandates and/or legislation and ensures policies are regularly evaluated in accordance with legislation, governmental requirements, and standards.

Develops and improves relationships among various airport work groups by encouraging, developing, and strengthening cooperation and leadership in inter-group relations and communications.

Assists in developing and managing the budget for the aviation customer service section and allocating funds in order to accomplish division goals and objectives.

Determines the priorities, goals, and objectives of the aviation customer service staff.

Oversees daily briefings with management, peers, airlines, Airport Operations, Transportation Security Administration, Federal Aviation Administration, Immigration & Customs Enforcement, Federal Inspection Services, Airport Security, contractors, and outside agencies, covering significant information events that may have an operational impact on the traveling public.

Implements and interprets policies and procedures developed by higher level managers. Develops, recommends and coordinates the implementation of new procedures for the assigned function.

Directs the development of performance evaluation standards for functions managed within the guidelines set by top management. Formally evaluates the work of directly subordinate supervisor and/or staff.

Receives formal and informal grievances and conducts preliminary discussions for settlement when necessary. Initiates disciplinary action for employees when necessary and assists lower level supervisors as required.

Develops and implements staff training and development programs that provide opportunities for individual employee growth and long range development of employees.

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

Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

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

Influencing - Collaborates with, persuades and influences others.

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 budgeting principles and practices sufficient to be able to administer a budget to accomplish objectives.

Knowledge of airport service and resources sufficient to be able to assist the traveling public.

Knowledge of Federal and City laws, policies, and procedures sufficient to be able to monitor and report conditions in the airport that affect safety and security and create efficient passenger flow.

Level of Supervision Exercised

Supervises two or more first-line supervisors.

Education Requirement

Bachelor's Degree in Business Administration, Public Administration, Sociology, Psychology, or a related field.

Experience Requirement

Three (3) years of supervisory experience in aviation customer service operations.

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

None

Working Environment

Subject to varying and unpredictable situations.

Subject to many interruptions.

Pressure due to multiple calls and inquiries.

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.):

Accommodation: Ability to bring objects into focus.

Carrying: Transporting or moving an object.

Depth Perception: Ability to judge distances and space relationships.

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

Field of Vision: Ability to sharply detect or perceive objects peripherally.

Fingering: Picking and pinching, through use of fingers or otherwise.

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.

Reaching: Extending the hands and arms or other device in any direction.

Repetitive motions: Making frequent or continuous movements.

Sitting: Remaining in a stationary position.

Standing: Remaining in a stationary position.

Talking: Communicating ideas or exchanging information.

Vision Far Acuity: Ability to perceive or detect objects clearly at 20 feet or more.

Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.

Walking: Ability to move or traverse from one location to another.

Background Check Requirement

Criminal Check

Employment Verification

Education Check

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: C-809

FLSA Code: Y

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: