



Office of Human Resources
Aviation Operations Director - CA2822
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General Statement of Duties

Directs the customer service, training, exercise planning, communications and terminal operations functional areas of Denver International Airport (DIA). This includes developing annual and multi-year work plans and strategies. Ensures resources are available to achieve work plans, resolves complex business issues, and establishes management practices and processes that ensure the accomplishment of performance standards.

Distinguishing Characteristics

The Director is a mid-level management class. A Director manages a division or agency and is generally responsible for supervising managers, supervisors, and individual contributors. A Director position is operationally and/or functionally focused as well as strategically focused.

This is a classification that is unique to Denver International Airport. The classification reports to the Deputy Manager of Aviation for the Operations division. The Aviation Operations Manager reports to this classification.

Essential Duties

Develops annual and multi-year work plans and strategies to meet business needs of the functions. Develops and directs the implementation of goals, objectives, policies, procedures, and work standards to ensure success.

Directs, monitors and implements strategies for the most efficient customer service and passenger movement through the airport.

Directs and implements code enforcement in collaboration with the airlines, Transportation Security Administration (TSA), Federal Aviation Administration (FAA), tenants and other stakeholders for the public safety and security of the airport.

Directs and implements planning for emergency and challenging customer service incidents. Ensures plans maximize public safety, security and passenger movement.

Directs and implements training and exercise programs that meet federal, state and local regulations to maintain airport certification and avoid financial penalties.

Coordinates the functional activities of the airport with similar city, state and federal programs to ensure they are not in conflict and meet the needs of airport stakeholders.

Communicates business and work area plans and goals to managers and/or supervisors to secure buy-in. Reviews, approves, and implements recommended changes to plans and leads the development of process and operational improvements.

Prioritizes and allocates resources to achieve strategies. Utilizes resources to develop or expand services and/or operation. Ensures resources are utilized appropriately and do not exceed the established budget without approval.

Creates and administers policies and integrates work group procedures across work areas for consistency.

Resolves sensitive, controversial issues by making decisions that are inclusive of multiple perspectives.

Represents the division/department in meetings with elected and/or appointed officials and other city entities. Serves as the city representative with a variety of public, business, and community organizations. Fosters collaborative relationships to the benefit of 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.

Resolves escalated employee or citizen complaints including long-term resolutions in problem areas.

Selects, trains, develops, and evaluates subordinate staff. Makes decisions on hiring, terminations, promotions, and disciplinary actions as required.

Develops and monitors the budget and oversees financial well-being by analyzing cost effectiveness. Directs cost control activities.

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.

Competencies

Analyzing and Interpreting - Analyzes complex information and applies expertise to produce high quality work products.

Thinking Strategically - Thinks strategically and promotes best practices and leading-edge ideas.

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.

Persuading and Political Influence - Gains clear agreement and commitment from others by persuading, convincing and negotiating. Makes effective use of political processes to influence 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 safety and security practices sufficient to be able to coordinate and provide security.

Knowledge of public relations strategies sufficient to be able to manage public relations and facilitate information to the public through the media.

Knowledge of all airport and City of Denver emergency plans sufficient to be able to contribute in incidents of challenging customer service and emergencies.

Knowledge of the National Incident Management Systems sufficient to be able to work with other agencies/departments during all airport emergencies.

Level of Supervision Exercised

Directs the customer service, training, exercise development, communication and terminal operations functions within the Operations Division by supervising managers, supervisors, and other individual contributors.

Education Requirement

Bachelor's Degree in Aviation Management, Business Management, Communications or a related field based on a specific position.

Experience Requirement

Five (5) years of experience at the type and level of Manager in aviation operations, terminal operations, aviation customer service OR aviation exercise planning or aviation training.

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, 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 many interruptions.
Subject to varying and unpredictable situations.
Subject to long irregular hours.
Subject to traffic, roadways, and pedestrians.

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-818
FLSA Code: Y
Established Date: 9/21/2018
Established By: LS
Revised Date:
Revised By:
Class History: