



Office of Human Resources  
Airport Business Operations Associate - CX3590  
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### General Statement of Duties

Performs full performance work planning and overseeing Airport Operations programs and functions at Denver International Airport (DEN) by acting as a liaison to facilitate communication between various sections and divisions at the airport while serving as a technical advisor. Demonstrates subject matter expertise in airport operations, including understanding of federal regulations and compliance requirements as set forth by the Transportation Security Administration (TSA), Federal Aviation Administration (FAA), and U.S. Customs and Border Protection (CBP).

### Distinguishing Characteristics

The Airport Business Operations Associate performs full performance professional work at DEN managing operational and/or administrative programs within Airport Operations including budgets and other functions, acting as a liaison, and serving as a technical advisor to support the core goals and objectives of Airport Operations.

This class is distinguished from a Staff Assistant that performs administrative and technical level work assisting professional staff in the execution and application of a specific administrative function(s) to the operations of an organization.

The Airport Business Operations Associate is also distinguished from the Airport Operations Administrator class that performs a variety of specific administrative activities/projects at DEN which requires a thorough foundation in the principles and practices of the Airport Operations in order to maintain and improve the efficiency and effectiveness of the function and provide supportive, interpretive, and advisory information to higher level administrators, managers, and/or other stakeholders.

### Essential Duties

Applies knowledge of airport operations, including but not limited to Air Rescue and Fire Fighting, Airport Police, Airport Medics, Airport Security, Airside Operations, and Terminal Operations. Interprets and implements best practices and regulatory requirements across these specialized areas, ensuring operational excellence and compliance.

Provides administrative and operational support to Airport Operations management and staff to ensure efficient coordination of airport activities.

Maintains documentation, schedules meetings, records, prepares reports, and facilitates communication between airport departments and external stakeholders, including airlines, federal agencies, and emergency services.

Supports compliance with regulatory requirements and assists in the implementation of operational procedures and initiatives. Coordinates logistics for special projects, training sessions, and emergency response planning.

Supports the financial operations of Airport Operations, including preparing and managing budgets for current and future needs, processing purchase orders, quotes, invoices, and P-Card/TCard transactions, and reconciling accounts. Tracks expenses and monitors spending in collaboration with Airport finance teams to ensure fiscal responsibility and alignment with operational priorities.

Supports the development and implementation of section-specific initiatives, training, and documentation. Assesses training needs, evaluates effectiveness, and participates in delivering instruction for airport operations staff, ensuring all personnel are prepared to meet regulatory and operational standards.

Coordinates operational or administrative programs and services while ensuring regulatory compliance. Acts as the main contact connecting different sections, customers, and external stakeholders such as business or community organizations.

Provides technical advice and guidance to city employees, managers, and other stakeholders, helping resolve complex or sensitive issues. Manages hardware and software for the unit, keeps track of devices, and works with Business Technologies to process technology requests.

Acts as the main contact connecting different airport sections, customers, and external stakeholders such as business or community organizations, airlines, and regulatory agencies. Facilitates cross-functional collaboration to resolve complex issues, improve workflows, and enhance service delivery within airport operations.

Recommend and introduce changes to operational or administrative policies, procedures, or requirements, ensuring that all updates are clearly communicated to airport staff and management. Administers surveys, oversees contracts and service agreements, updates data on business operations, analyzes trends, manages program-related information, and recommends improvements to enhance airport operations.

Coordinates travel arrangements for specialized airport operations staff, including registration, accommodation, flights, and car rentals. Prepares and submits travel requests with supporting documents to the DEN Travel Administrator and ensures all approvals are obtained and processes and submits expense forms and receipts for timely reimbursement and accurate records.

Implements and oversees department- or division-specific training, including assessing needs, evaluating effectiveness, and taking part in delivering instruction.

Communicate with city staff, management, external agencies (including TSA, FAA, CBP), consultants, contractors, vendors, community groups, and the public to share information and resolve airport operations issues.

Prepares various reports, correspondence, and documentation, supplying operational information and statistical data for use by management and departments.

Represents the unit as the Authorized Signatory, managing airport identification media for employees in compliance with TSA and airport security protocols

Employees may be reassigned to different roles within their own or other City agencies during a city-wide emergency declared by the Mayor to support essential City functions.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

Any one position may not include all 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

Regulatory Acumen – Demonstrates advanced understanding of federal regulations and operational standards relevant to airport operations, with the ability to apply this knowledge to ensure compliance and operational effectiveness.

Customer Service - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

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

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.

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

Working with People - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict

Writing – Writes in a clear, concise, organized, and convincing manner for the intended audience.

## Knowledge & Skills

Skilled in utilizing computer software to accomplish a variety of tasks, reports, and duties.

## Level of Supervision Exercised

By position, performs lead work.

## Education Requirement

Graduation from high school or possession of a GED, HiSET or TASC Certificate.

## Experience Requirement

Three (3) years of experience coordinating business operations or operational programs and/or assisting professional/management staff with administrative or operational functions.

## Education & Experience Equivalency

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.

By position, must obtain Criminal Justice Information Services (CJIS) clearance within the probationary period. 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.

**Level of Physical Demand**

1-Sedentary (0 - 10 lbs.)

**Physical Demands**

Hearing: Perceiving and comprehending the nature and direction of sounds.  
 Lifting: Moving objects weighing no more than 10pounds from one level to another.  
 Sitting: Remaining in a stationary position.  
 Standing/Walking: Moving from area to area and public contact.  
 Talking: Communicating ideas or exchanging information.  
 Walking: Ability to move or traverse from one location to another.  
 Written Comprehension: Ability to discern the meaning of written words.

**Background Check Requirement**

Criminal Check  
 Employment Verification  
 By, position, must obtain Criminal Justice Information Services (CJIS) clearance within the probationary period.

**Assessment Requirement**

None

**Probation Period**

Six (6) months.

**Class Detail**

Pay Grade: NE-16  
 FLSA Code: N  
 Established Date: 3/15/2026  
 Established By: AOF  
 Revised Date:  
 Revised By:  
 Class History: New classification.