



Office of Human Resources  
Airport Security Operations Administrator - CX3588  
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### General Statement of Duties

Performs full performance professional work to procure, evaluate proposals, select bidder, administer the security contracts performance and monitors for compliance for Denver International Airport.

### Distinguishing Characteristics

The Airport Security Operations Administrator is distinguished from the other contract administration series because this classification specializes in security contract procurement, proposals, selecting bidders, administering, and tracking performance and monitors for TSA and FAA compliance at Denver international airport.

### Essential Duties

Administers the development and implementation of performance criteria for all security guard contracts and evaluates contract performance to ensure compliance with the Transportation Security Administration (TSA), Federal Aviation Administration (FAA), and other applicable federal agencies and regulations.

Prepares detailed and comprehensive reports describing the progress towards goals and objectives and the overall accomplishments of various airport operations.

Creates contracts including drafting RFP for professional/services contracts, evaluating proposals, selecting successful bidder, administering the contracts performance-based incentive programs, and monitoring contracts for compliance and expenditures.

Establishes and implements program objectives; develops modified work plans; implements regulations and requirements; sets priorities; and ensures functional areas operate in conformance with the Airport Security Program and the Airport Emergency Plan; conduct needs assessment and program evaluation.

Works collaboratively with TSA screening process and tracking of badge activity with detailed reporting.

Tracks program performance metrics and reports tracking trends and patterns to ensure compliance with regulations and requirements. Evaluates the technical significance of collected data and needed corrective action and recommends remedial action. Identifies operational inefficiencies and opportunities to improve service delivery to stakeholders.

Develops a budget and administers the financial operations of airport operations contracts including developing the annual operating budget, monitoring financial activities, developing required budget reports, and preparing fiscal reports showing the financial status of operations for the review by departmental managers.

Ensures airport-wide compliance with local, state, and federal environmental protection laws. Coordinates with airport operations and contract security personnel for appropriate response to violations and correction of potential security and other operations vulnerabilities.

Acts as a technical expert resource in knowledge of federal, state, and local regulations and ensures airport compliance with each. (works with two security contracts- restricted secure areas) They meet with the managers of these contracts that supply security guards to ensure data/metrics/ training.

Develops strategies and plans to address identified issues, and briefs management on concerns and issues by providing information required for decision making.

Communicates with Public Information Officer when responding to newsworthy airport operations events occurring at the airport. Notifies Airport Senior Staff of any condition or activities that may be or which may evolve into possible media interests.

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

**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.

**Decisiveness** – Makes well-informed, effective, and timely decisions, even when data are limited or solutions produce unpleasant consequences; perceives the impact and implications of decisions.

**Interpersonal Skills** – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

**Planning and Evaluating** – Organizes work, sets priorities, and determines resource requirements; determines short- or long-term goals and strategies to achieve them; coordinates with other organizations or parts of the organization to accomplish goals; monitors progress and evaluates outcomes.

**Problem Solving** – Identifies problems, determines accuracy and relevance information, and 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, charts, 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.

**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.

## Knowledge & Skills

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

Skill in managing contractual response with 24/7 oversight in a large airport operation.

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.

Skill in writing instructions for maintaining compliance with Federal, state and local regulations.

**Level of Supervision Exercised**

By position, performs lead work.

**Education Requirement**

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

**Experience Requirement**

Three (3) years of professional experience conducting moderately complex analysis in an Airport, Airline, or Military setting on a variety of issues as needed including but not limited to Airport Operations, Emergency Management, Regulatory Security, Contract Administration or a related industry.

**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.

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

**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 [10 pounds] from one level to another.  
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: EX-12

FLSA Code: Y

Established Date: 3/15/2026

Established By: AOF

Revised Date:

Revised By:

Class History: New classification.