DENVER
THE MILE HIGH CITY

Office of Human Resources
Aviation Security Badging Supervisor – CX3554

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General Statement of Duties

Performs supervisory duties over Aviation Security Badging Agents and Aviation Security Badging leads, implements, and monitors performance criteria to achieve the unit's goals and objectives, and keeps supervisory/management level personnel abreast of trends and issues in the work area. Determines work priorities and develops work schedules to provide adequate staff coverage.

Distinguishing Characteristics

Aviation Security Badging Agent series a unique classification at DEN. The Aviation Security Badging Agent performs front line airport security customer service work processing requests for regulatory Security Identification Display Area (SIDA) badges and other access authorizations at Denver International Airport (DEN).

The Aviation Security Badging Lead provides leadwork over a team of Aviation Security Badging agents in the security badging office at DEN.

The Aviation Security Badging Supervisor will supervise a team of Aviation Security Badging Agents and Aviation Security Badging leads, run the daily operations of the team, implement and monitor performance criteria to achieve the unit's goals and objectives, and handle issues within the work area.

Essential Duties

Develops performance goals for the Aviation Badging Services Agents and Aviation Badging Leads; reviews and documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance.

Provides technical expertise to staff and customers, establishes and/or monitors current methods and policies, and recommends changes in practices and procedures to increase operating efficiency and expedite workflow to determine accuracy, acceptability and compliance with the Transportation Security Administration (TSA) regulations and DEN airport rules and regulations.

Trains new Badging staff members on applicable standards, TSA regulations, and requirements for the assigned work area(s), orients staff with appropriate policies and procedures, and ensures that work conforms to policies, standards, and TSA regulations.

Reviews and evaluates forms, applications, computations, documents, and other information to determine accuracy, acceptability and compliance with the Transportation Security Administration (TSA) regulations and DEN airport rules and regulations.

Maintains and applies accurate and current knowledge of relevant Transportation Security Administration (TSA) and Airport Security Program (ASP) rules, regulations, Airport Security Badging Office testing procedures, and expectations placed on airport, air carrier, concessionaire, contractor, ground transportation, and airport employees. Explains and interprets relevant rules and regulations to stakeholders.

Manages the digital queue management system for the Badging Office, drives team performance through appropriate staff queue assignments, achieving performance efficiency by adequately reducing customer wait times using key performance metrics and maximizing Badging Office throughput based on customer transaction type.

Maintains confidentiality of sensitive security information (SSI) and Personally Identifiable Information (PII) per federal regulations.

Reviews, 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 candidate(s) for job opening(s).

Resolves problems and mediates conflicts 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.

Ensures quality, effectiveness, and efficiency of unit activities and safety measures.

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

By position, participates in planning and managing budget systems; prepares and presents budget recommendations to higher management; operates within budget parameters; adjusts work plans/activities because of budget changes.

At the end of the duty statements, please include the following:

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 performing the essential duties listed above.

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.

Fosters an atmosphere of innovation in order to challenge the organization to think creatively, especially as it relates to positive citizen and customer experience opportunities.

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Competencies

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

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.

Decision Making – Makes sound, well informed, and objective decisions, perceives the impact and implications of decisions, commits to action, even in uncertain situations, to accomplish organizational goals, causes change.

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 and how to gather information and organizes and maintains information or information management systems.

Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and ability to relate well to different people from varied backgrounds and different situations.

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 and analyzes problems; uses sound reasoning to arrive at conclusions; finds alternative solutions to complex problems; distinguishes between relevant and irrelevant information to make logical judgments.

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

Reasoning - Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

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.

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 relevant Transportation Security Administration (TSA) regulations, Airport Security Program (ASP) requirements, policies, procedures, and rules related to aviation security.

Skill in prioritizing and scheduling work to allow for its efficient and effective completion.

Skill in utilizing computer software to accomplish a variety of tasks.

Level of Supervision Exercised

Supervises two or more Aviation Security Badging Agents and one or more Aviation Security Badging Agent Lead(s).

Education Requirement

Bachelor's degree in public administration, Management, Sociology, Psychology, Political Science, or a related field.

Experience Requirement

Three (3) years of experience leading or supervising daily operations in a customer service, administrative, or operational setting, including coordinating workflows, hiring, and supporting staff, ensuring compliance with policies and procedures, assessing employee performance, and resolving staff issues. Experience in airport operations, credentialing, identity management, or another regulated security-focused environment.

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 for all classifications.

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

Subject to many interruptions.
Subject to varying and unpredictable situations.

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.
Color vision: Ability to distinguish and identify different colors.
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 20 pounds from one level to another.
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 Near Acuity: Ability to perceive or detect objects at 20 inches or less.
Walking: Ability to move or traverse from one location to another.
Physical Demands Section updated 25 June 2020.

Background Check Requirement

Criminal Check
Employment Verification
By position, Motor Vehicle Record

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: EX-07
FLSA Code: Y
Established Date: 6/29/2025
Established By: AOF
Revised Date: 1/9/2026
Revised By: AOF
Class History: 1/9/26 - Revised Experience Requirement.