



Job Title	Airport Operations Agent	FLSA Status	Non-Exempt
Band	PAR	Probationary Period	12 Months
Zone	3	Job Code	15090

Class Specification – Airport Operations Agent

Summary Statement:

The purpose of this position is to deliver a high level of customer service to airport customers by responding to requests, complaints, and inquiries about the airport and its services; responding to complaints or requests; monitoring the airfield, landside, and terminal operations to ensure safe and efficient flow for customer; efficiently coordinates services of customers, airlines, and concessionaires; and monitoring building construction and maintenance to ensure minimal disruptions. Other duties include assisting with terminal evacuations in an emergency and coordinates with Airport Police; monitoring all ground transportations and curbside access; and assisting with security inspections.

Essential Functions	Note: Regular and predictable attendance is an essential function in the performance of this job.
Time % (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
50%	Oversee and coordinate the effective flow of passengers throughout the terminal building and landside facilities. Monitor and inspect ground transportation services within the Airport. Perform security-related inspections as required by the TSA (Transportation Security Administration). Coordinate and perform airfield operations activities including the inspection of runways and taxiways. Make short-term maintenance and safety recommendations to senior staff and management. Inspect airport operating areas to ensure compliance with safety standards and regulations; coordinate with senior staff to manage appropriate actions, including airfield closures. Coordinate winter weather operations; and assist with the snow desk.
35%	Respond to all aircraft emergencies, incidents, and accidents; prepare and distribute accident and incident reports; identify and report property damage; serve as the Airport liaison to the incident commander until relieved; and assist the incident commander by coordinating responding services.
15%	Perform a variety of administrative tasks in support of the operations department. Provide a high level of customer service to all internal and external customers.



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Competencies Required:

Human Collaboration Skills: Decisions regarding interpretation of policies may be made. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may involve stressful, negative interactions with the public requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.

Reading: Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Math: Basic - Ability to perform the four basic arithmetic operations. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.

Writing: Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Technical Skills Required:

Skilled in a Technical Field: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.

Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Equivalent to the completion of the twelfth grade (high school diploma or GED).

Experience: One year of full-time airport operations related experience.

Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.

Colorado Driver's License

Upon hire

Certifications required in accordance with standards established by departmental policy.



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Supervision Exercised: Work requires the occasional direction of helpers, assistants, seasonal employees, interns, or temporary employees.

Supervision Received: Receives General Direction: This job title normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance reviewed periodically.

Fiscal Responsibility: This position has no budgetary/fiscal responsibility.

Physical Demands: Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.

Environmental Conditions	Frequency
Primary Work Environment	Office Environment
Extreme Temperature	Seasonally
Wetness and Humidity	Seasonally
Respiratory Hazards	Never
Noise and Vibrations	Never
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Never
Exposure to Communicable Diseases	Never

Machines, Tools, Equipment, and Work Aids: Trucks, TES Braking Decelerometer, noise monitoring equipment, emergency location transmitter, directional finder, monitoring/operating phones, radios, security camera, controlled gate access systems, copiers, fax, computers, and communications equipment.

Specialized Computer Equipment and Software: Microsoft Office.



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The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original Date: October 2014