



CITY AND COUNTY OF DENVER
Office of Human Resources
201 W Colfax Ave, Dept 412, Wellington E. Webb
Municipal Office Building
Denver, CO 80202

<http://www.denvergov.org/jobs>

**INVITES APPLICATIONS FOR THE POSITION OF:
Aviation Customer Relations Supervisor (Call Center) - Denver International Airport**

An Equal Opportunity Employer

SALARY

\$23.35 - \$34.09 Hourly

OPENING DATE: 08/08/17

CLOSING DATE: 08/17/17

THE POSITION

**You love Denver.
We'd love to have you.**

Denver International Airport is the 19th-busiest airport in the world and the sixth-busiest airport in the United States, serving 58.3 million passengers last year and generating more than \$26 billion for the region annually. DEN is the largest and newest commercial airport in the United States and consists of 15 million square feet of built environment.

Denver is one of the fastest-growing cities in the United States, and has been named the nation's top place to live, work, and play. Being the best place to live isn't easy; maintaining such a reputation means we need the best people working for the residents of Denver. People who want to make a difference; people who want to give back; people who want to be at the heart of the city and have a hand in creating our future. At DEN, the core values of the organization are transparency, collaboration, mutual respect and support, diversity, integrity, trust and organizational excellence. Join the team at DEN and be part of the future for the world's most exciting and forward-thinking airport. Learn more about DEN at www.flydenver.com.

ABOUT OUR JOB

As an Aviation Customer Service Supervisor, you will be responsible for supervising the customer service staff that performs aviation customer service work at concourse and terminal information booths, customer relations center, international arrivals hall, and other public areas of the airport. You will work side-by-side with the agents to ensure delivery of exceptional service to customers traveling through our airport. Customer service employees primarily respond to requests for information and service from passengers and the general public regarding airline operations, safety and security regulations, landside

services, food, beverage and retail offerings, accommodations, passenger tracking, and other available customer service resources.

Other duties include:

- Plans, organizes, administers, schedules, reviews and evaluates the work of the aviation customer service staff. Develops long/short range term goals and objectives for the assigned areas in conjunction with departmental plans and goals. Develops procedures and coordinates operations during airport events for the safety and security of passengers.
- Communicates as a liaison to the Federal Aviation Administration, Transportation Security Administration, Denver Police Department, Customs and Border Protection, and Airport Operations during special events such as train failures, power outages, inclement weather, aircraft alerts and any other incidents that have an operational impact on the traveling public.
- Supervises the staff responsible for customer communication to the Aviation Customer Relations call center.
- Resolves problems 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.
- Will assist customers through inbound calls, texts, chats, email, web chat and social media.
- Logs all customer interactions through CRM tool (Salesforce)
- Coaches, mentors, and challenges staff. Champions continuous improvement, including devising new strategies and new opportunities. Leads staff development initiatives that include training, development and succession planning. Establishes performance expectations and standards for all levels of employees to achieve or exceed performance metrics and prepare them for the future.
- Responds to customer escalations from the customer relations team.
- Other duties as assigned

ABOUT YOU

We are looking for individuals who have supervisory experience in the call center customer service industry and have strong oral and written communication skills. An individual, who is outcome oriented, and strives to exceed customer expectations. An individual who has experience in managing staff in a customer service or hospitality industry. The successful individual must be able to work on and manage multiple tasks and assignments simultaneously.

In addition our ideal candidate will also have the following skills and experience:

- Three (3) years' experience as a supervisor working in an airline, airport, or call center industry.
- Bachelor's degree in Business Administration, Management, or related field
- Act as a change agent by implementing process improvements
- Ability to work under pressure and meet deadlines
- Strong leadership skills
- Strong written and verbal communication skills, with the ability to explain processes, procedures, and information to customer service staff.
- Current valid driver's license
- Bilingual preferred

We realize your time is valuable so please do not apply if you do not have at least the following required minimum qualifications:

- Graduation from high school or possession of a GED Certificate and three years of experience in customer service in the airline, airport, retail, restaurant, or hospitality industry.
- A combination of appropriate education and experience may be substituted for the minimum education and experience requirement.

ABOUT EVERYTHING ELSE Classification Title: We call this job an Aviation Customer Service Supervisor

Assessments/Testing: This position requires an online assessment. You will receive an email from AssessmentTeam@denvergov.org with further information about the testing process after the position has closed. Please add AssessmentTeam@denvergov.org to your safe sender list and check your spam or junk mail for this email. For a list of positions that require testing and more information about our testing process, click [here](#).

Pre-employment Screening: An offer of employment is contingent on the verification of credentials and other information required by law and City and County of Denver policies, including the successful completion of a background check. Candidates must pass a criminal background check and other verifications required for the position which may include, but are not limited to, employment and/or education verification, motor vehicle record check, drug test, and/or physical. The existence of a conviction does not automatically disqualify an individual from employment except where federal or state law or regulations prohibit employment of an individual with certain convictions. For more information about the selection and employment screening process, click [here](#).

FBI Background Check: An FBI criminal background check is required for all positions at Denver International Airport (DEN). Employees are also required to report any felony conviction and/or moving violations to maintain this clearance / be eligible for continued employment. By position, a pre-employment physical/drug test may be required.

Shift Work / Snow Duties / Emergency Incidents: this position does require shift work as DEN is a 24/7/365 operation (includes nights, weekends and holidays). Mandatory extended/additional shifts can be required. Additionally, this position is required to work mandatory snow duties, which vary and can include nights, weekends and holidays.

Probationary Period: This position may require the selected candidate to complete at least a six-month probationary period prior to attaining career status with the City & County of Denver. For more information about the probationary period, click [here](#).

The City and County of Denver provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, national origin, sex, sexual orientation, gender identity, national origin, disability, genetic information, age, or any other status protected under federal, state, and/or local law.

Recruiter(s): AK

RESUMES MAY BE FILED ONLINE AT:
<http://www.denvergov.org/jobs>

EXAM #26410 16475
AVIATION CUSTOMER RELATIONS SUPERVISOR (CALL
CENTER) - DENVER INTERNATIONAL AIRPORT
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