



<b><i>Job Description Title:</i></b>	Dispatcher
<b><i>Division/Department:</i></b>	ABI Flight Operations Department
<b><i>Location:</i></b>	Kissimmee
<b><i>Reports to:</i></b>	Manager of Flight Standards
<b><i>Work Schedule:</i></b>	8:00 a.m. to 5:00 p.m. Typically Monday through Friday Must be able to be flexible for weekends and overtime on an as needed basis.
<b><i>Exemption Status:</i></b>	Exempt

***Summary of duties and responsibilities:***

The Dispatcher is a customer service oriented position. This position involves daily contact with customers and co-workers in a situation that requires a positive attitude, tact and courtesy at all times. The individual performs many duties:

***Primary duties and responsibilities:***

- Ensuring operational safety and conformance to company, local, and FAA regulations and policies
- Deliver a proactive, personalized experience to academy personnel and customers
- Provide dispatch services, including daily scheduling of equipment
- Maintaining dispatch area cleanliness and professionalism
- Operating the daily flight and simulator schedule and maintaining operational effectiveness
- Monitoring flight activity and remain aware of aircraft locations/destinations
- Monitoring and actively engaged in radio communication with company aircraft
- Adjusting the schedule as necessary to ensure activity completion when possible
- Operates in the TALON system with current pencil-ins, terminations, and moving scheduled events as required
- Assigns all "N" numbers for aircraft and simulators
- Opens and closes all campus buildings relative to their shift
- Problem solves throughout the day for shortages of equipment and to resolve customer conflicts.
- Maintains direct contact with Academy customers and the Instructor staff
- Inform the Operations Management Staff and the Maintenance Department of aircraft emergencies or other operational issues
- Confer with Flight Instructors and students regarding weather issues, cross-country routing, aircraft maintenance issues
- Periodically audit Hobbs cover sheets and TALON entries to see if they match the inspection summary sheets
- Notify the Manager of Flight Standards of flight crews needing to remain away from base overnight.
- Additional duties as assigned by the Manager of Flight Standards

***Education, prior work experience, and specialized skill and knowledge:***

Pan Am will provide a thorough training program to ensure that all employees meet and exceed the highest levels of safety and customer service. Prospective applicants simply need a strong sense of safety and customer service to apply. As a minimum requirement, each applicant must possess the following:

- High school diploma or GED certificate
- Be at least 18 years of age
- A valid state driver's license and meet the company's insurability requirements
- The ability to work in a time-sensitive, team-oriented environment
- Mathematical skills needed to calculate weight, measurement, and volume

***Physical environment/working conditions:***

Typically indoors at the dispatch desk/area, with occasional outdoor duties as needed.

May have some medium lifting required up to 50lbs. May require prolonged periods of sitting, standing walking, bending, climbing and stooping.

***Equipment/machinery used:***

Computers, base station radios, handheld radios, and other equipment related to dispatch duties as required.

I have read and understand the duties outlined in this job description.

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Employee Signature

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Supervisor Signature

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Employee Printed Name

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Supervisor Printed Name

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Date Signed

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Date Signed