

Position Title: Airport Dispatcher

Reports to: Sergeant

EDUCATIONAL, TRAINING AND PHYSICAL REQUIREMENTS

- Pass background check
- Ability to speak, read, and write English.
- High school diploma or equivalent
- Proficiency in Word, Excel, Outlook, and Access
- Clerical experience, such as answering phones, filing, faxing, using copy machine
- Ability to multi-task
- 20/20 vision with correction
- Ability to distinguish colors
- Ability to cope with stressful situations
- Ability to sit for long periods of time
- Communication skills
- Customer service skills
- Ability to prioritize
- Ability to lift a maximum of 50 pounds on occasion
- Ability to make decisions quickly under stressful conditions
- Pass background check
- Ability to physically function with an unimpaired range of motion and full range of abilities, including crawling, climbing, running, stepping, sitting, standing, stooping, reaching, bending, and lifting

RESPONSIBILITIES

- Observe computer monitors to detect illegal activity, spills, unattended bags, unattended vehicles, and the status of doors and gates.
- Use computer monitors to direct law enforcement officers, maintenance, custodians, outside law enforcement, and fire fighters.
- Use radio and paging system to call personnel as needed.
- Monitor radio in order to respond to requests.
- Run license plate checks at the direction of public safety officers.
- Take fingerprints of new employees.
- Process applications for access badges, including entering personal information into computer, completing security check, processing fingerprints, completing a TSA no-fly list check, faxing invoicing to administration, and coordinating SIDA training.
- Prepare monthly TSA report.
- Program HVAC system.
- Answer phone calls requesting flight information, information regarding rental cars, and other general questions.
- Assist airlines in entering flight information in Fitz system.
- Operate fire alarm and respond to alarms.
- Complete daily log for police, TSA, maintenance, and major incidents.
- Operate switchboard.
- Print reports as requested.
- Answer phones and direct callers to the appropriate department.
- Answer “crash” phone alerts from tower, get information, send proper alerts via radio and email, and page administration.
- Input public safety officer schedules into computer.
- Enter parking lot statistics into Excel and create monthly report.
- Enter airport incidents into database and make copies as requested.
- Enter all employees who have been terminated into a database, ensure that the employee access badge is promptly returned, and print a monthly “stop list.”
- Monitor inventory and supplies of dispatcher office and inventory and supplies needed by public safety officers and submit requests for inventory to administration.
- Maintain confidentiality of airport operations.
- Refer reporters to the Director of Marketing.
- Maintain taxi cab and hotel shuttle permits and send annual renewal letters and other communication as needed.
- Send memos regarding scheduled training.
- Call San Angelo airport authorities and airport tower when there is a closure of any runway and fax notices of closure of runways to group of agencies.
- Maintain a file of all airport keys.
- Make sure all airport keys are returned as requested by Chief of Public Safety.
- Maintain lost and found log, tag lost and found items, store items in locker, and arrange for return of items.
- Process Gate 8 access cards.
- Grant access to doors and gates as needed.
- Shut off elevator as requested.
- Give directions.
- Test radios and “crash” phones every morning.
- Respond to TSA alarms, duress alarms, and police requests.
- Test alarm systems as requested.
- Train new employees.
- Generate reports for administration as requested.

This position description highlights a general description of duties and responsibilities. Employee(s) may be assigned other duties, in addition to or in lieu of those described herein, and any duties are subject to change at any time according to the needs of Valley International Airport.