

TBI Airport Management, Inc.

Job Description

Dispatcher

Reporting to: Supervisor, Ground Service

Location: Orlando Sanford International Airport
Sanford, FL

General Responsibilities:

The Dispatcher coordinates and disseminates information concerning flight activity. Establishes and maintains rapport with flight crews, pilots, passengers, ground handlers and customers.

Major Responsibilities and Functions:

- Distribute incoming air traffic information to pilots/ground handlers. Follow up with update information as received.
- Communicate flight release and fuel load information to appropriate operations; maintain lines of communication with line operations and air carriers through the use of two-way radios.
- Coordinate operations with the airline and ground handlers; maintain flight logs and update flight schedules.
- Make arrangements for accommodations when flight delays occur.
- Assist in the planning and control of the gate assignment; assist with passenger services as required.
- Other duties as assigned.

Health and Safety Responsibilities:

- Take all reasonable and necessary precautions to ensure personal health and safety, as well as that of co-workers and any other person(s)
- Report immediately to management, all unsafe and unhealthy conditions
- Report immediately to management, all occurrences that cause injury or damage to any person or property
- Comply with TBI's Environmental Safety and Health program and procedures

Qualifications:

- Must possess required knowledge, skills, abilities and experience and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.
- High school diploma, GED or equivalent in experience
- Able to read, write, speak and understand English.
- Pass a required pre-employment drug screen and 10 year background check
- Ability to work a flexible schedule to include nights and weekends

- Prior Dispatch, customer service or operational experience preferred
- Present a neat professional appearance and demeanor
- Must possess a valid FL Drivers License

Working Conditions:

Physical Effort:

While performing the duties of the position, the employee is regularly required to sit, stand and walk for extended periods of time throughout the course of daily activities. The employee is occasionally required to climb, lift, balance, stoop, kneel, or crouch. The employee is required to work on a computer, in addition to doing paper work.

Mental Effort:

Position involves encounters with members at every level of the organization, airline employees, vendors, subcontractors and members of the public, and requires a sense of responsibility to provide a high level of service and accurate information. The position involves stress associated with responding to/solving problems. The position requires the exercise of discretion and independent judgment, as well as a creative approach to formulating responses and making recommendations regarding changes in company policy and/or procedures, as required. Operations are dynamic and situations may require immediate attention. This position requires a professional approach and demeanour under all conditions.

Reporting Staff:

None

Normal Working Hours:

Hours will vary based on operational needs.