

Job Title: **AIRPORT COMMUNICATIONS DISPATCHER**

(updated July 2015)

Department: **Airport Control Center**

**Sanford Airport Authority – Orlando Sanford International Airport (SFB)**

FLSA: Non-Exempt Pay **\$26,059 - \$46,887**

#### Job Summary:

Under the supervision of the Airport Communications Supervisor, this position provides the main communication link to all airport personnel, airport tenants, and passengers traveling through the Orlando Sanford International Airport. This position dispatches airport police officers, airport fire fighters (ARFF), airport operations, airport maintenance and various employees of those entities responsible for the management of the Airport Terminal Complex.

This position operates multiple and varied computer systems and programs, including aviation specific systems, security /access control systems, equipment alarm systems, and closed circuit TV. This position receives emergency and non-emergency radio and/or telephone calls and information. The employee receives, directs, coordinates, and records all responses to mass casualty incidents, aircraft emergencies and other incidences in order to maintain safety, security, and efficient operations of the facilities owned and/or operated by the Sanford Airport Authority.

This position is responsible for operating the Airport Security System and for monitoring all activity on Airport property, via the Airport's closed circuit television (CCTV) system, to resolve door/gate alarms received from the Airport Security System, and to dispatch SAA Police, Operations, ARFF, Maintenance, and other Airport personnel as needed. This requires detailed knowledge of the Air Operations Area (AOA), domestic and international terminal buildings, terminal parking, ground transportation areas, fuel farms, general aviation areas, aircraft T-hangar areas, the individual tenants, and the airport commerce park.

This is a full-time shift work position, located inside the Airport Control Center of the Orlando Sanford International Airport. Employees are subject to occasional hold over to provide essential services that may be required.

#### TYPICAL DUTIES:

1. Coordinates emergency response to situations involving commercial, general aviation, and cargo aircraft, medical, fire, police, and severe weather conditions. Responsible for the dispatch of Airport Police and Fire personnel on aircraft emergencies, medical problems, and fire or police situations utilizing a multi-channelled 800 MHz radio system. Coordinate communication during field activity and relay information to appropriate department, station, public safety official or other agency. Accuracy in performing assigned duties is critical as many requests for assistance can be either violent or life threatening in nature and may compromise the safety of field personnel. Updates police and fire personnel as additional information becomes available. Simultaneously coordinates emergency communications among representatives of the airlines, airport tenants and airport employees. Monitors other agencies' channels as requested by supervisors involved in major situations or events. Responds to field unit activation of emergency buttons on radios.
2. Operates a computer aided dispatch system (Spillman CAD & Seminole County's XCAD) to receive, review and prioritize emergency and non-emergency calls and requests for assistance from airport passengers, tenants, employees, outside agencies, various government agencies and public and private utilities. Takes appropriate action based on policies and procedures for all requests for assistance, emergency and non-emergency calls. Ensure all entries are accurate and records are updated and properly maintained for future data reporting purposes.
3. Responds to requests for information from Police Officers in the field regarding vehicle registrations, drivers' license status, criminal histories, outstanding warrants, and other necessary background information. Coordinates all impounds of vehicles.

4. Monitors and operates over 500+ CCTV (closed circuit television) cameras throughout the airport. Uses cameras to assist police officers and airport operations, observe possible safety or security issues and for crowd control. Ensures cameras are properly positioned to record aircraft alerts or police situations as necessary. Record and retrieves camera data to resolve immediate and ongoing investigations.
5. Monitors security alarms, fire alarms, equipment alarms, weather service data and runway conditions, building maintenance systems, burglary/fire alarms at remote buildings outside terminals. Monitors security access computer. Acknowledges all alarms and determines priority according to policy and procedures and inherent liability.
6. Monitors and operates various computer/equipment systems. Use computerized system to make emergency notifications in case of severe weather, evacuation, aircraft emergency or other critical situation. Maintains contact with Federal Aviation Administration (FAA), Transportation Security Agency (TSA) and the Airport Control Tower as necessary.
7. Receives, coordinates and dispatches routine and emergency maintenance and janitorial requests. This includes all public roadways, grounds, parking lots and structures, ramps, runways, taxiways, vehicle gates, terminal areas both public and secured and all FBO (fixed base operators) ramps and hangars. Enters all requests in computerized maintenance program.
8. Coordinates responses to ground transportation and terminal service requests. Responds to requests for flight information, overhead pages, and unattended bags. Responds to inquiries from the general public and tenants regarding airport related and general information issues. Provides and coordinates translation services for a wide variety of foreign languages including sign language either through AT&T Language Line or airport volunteers.
9. Provides after hours, weekend and holiday services, including the required coordination of replacing lost and damaged badges. Provides overhead paging services and cab starter services after hours.
10. Performs other duties as assigned to ensure the safe, secure and efficient operation of the Orlando Sanford International Airport.

#### MINIMUM QUALIFICATONS:

1. Graduation from high school or GED equivalency. Some college preferred.
2. Two years communications, aviation, or dispatching experience or training — preferred, not required.
3. Ability to pass a fingerprint based criminal history and security background check. The employee must have the ability to successfully complete training and certification on NCIC/FCIC system, meeting the standards set by the Florida Department of Law Enforcement (FDLE) and the Federal Bureau of Investigations (FBI). Additionally, security clearance from U.S. Customs & Border Protection (CBP) and a valid Florida driver's license must be possessed by the employee and maintained continuously throughout employment. The employees driving record must meet SAA insurance requirements.
4. The employee must have the ability to hear and understand incoming radio transmissions, speak clearly and be easily understood by radio. In addition, the employee must have the knowledge of telephone etiquette and complaint-taking techniques.
5. The employee must be able to demonstrate proficiency in use of computers and associated software to include a working knowledge of Microsoft Office products, such as Outlook, Word, and Excel. The employee must be able to demonstrate typing at a net rate of 25 words per minute (a typing test may be required prior to employment).
6. The employee must have the ability to prioritize events while under tight time constraints and to handle multiple tasks simultaneously. The employee must have the ability to adhere to prescribed routines and practices, maintain records, and to complete multiple reports, each requiring accuracy.
7. The employee must have the ability to work well with others, and to assist the public cooperatively and courteously. The employee must have the ability to establish and maintain successful working relationships with individuals of diverse backgrounds.
8. The employee must have the ability to communicate effectively in a variety of communication methods; to tactfully and courteously respond under adverse and stressful circumstances.
9. The employee must be willing to work assigned shifts as long as 12-hours (day or night, weekends and holidays).
10. The employee must submit to and pass a physical exam and drug screening.

#### WORKING CONDITIONS:

1. The working conditions consist of light physical effort, as needed, to push, pull, and lift medium weights (less than 25 pounds). The employee may encounter considerable exposure to disagreeable elements, such as: increased ambient noise levels from alarm tones, warning systems, and radio static. The employee is required to stay within confined workspace boundaries for extended periods of time.
2. The working conditions include considerable exposure, occasionally intense, to stressful situations as a result of human behavior and due to the crisis nature of the duties.

#### SUPERVISION RECEIVED:

1. This position is responsible to the Airport Communications Supervisor with regard to assigned duties; however, coordination of daily job duties shall be through the Airport Police chain of command.
2. The Airport Communications Supervisor evaluates the Airport Communications Dispatchers formally in written evaluation annually, provides timely guidance, and counsels orally as required.

#### COMPENSATION:

1. Pay scale as shown above, plus a late hours shift differential (if your shift consists of at least 8 hours that occur between 10pm and 6 am, then you are eligible for the 5% shift differential) and schedule induced overtime that comes with working 12 hour shifts. Although each dispatcher works 12 hour shifts, the schedule is based upon a normal 40 hour work week, therefore all hours worked in excess of forty hours weekly (Saturday to the following Friday) are compensated at 1.5X your base rate of pay.
2. Full Time SAA Employee benefits package.
3. Compensation consideration will be given for prior, directly applicable, dispatch experience.