

Job Class Profile: Aircraft Dispatch Co-ordinator**Pay Level: CG-30 Point Band: 676-689**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	3	4	2	7	4	5	4	4	3	
Points	140	67	13	33	120	108	83	86	32	682

JOB SUMMARY

The Aircraft Dispatch Co-ordinator performs supervisory, administrative and dispatching work involved in transporting passengers, patients and medical teams. Also included are fire crews involved in fire suppression activities.

Key and Periodic Activities

- Supervises the daily activities of the dispatch office which includes preparing shift schedules; prioritizing and assigning work to Aircraft Dispatchers; providing training; arranging coverage for various types of leave; updating manuals; changes in procedures, etc.
- Performs dispatching work which includes dispatching the Provincial Air Ambulance and Water Tankers; books charter aircraft for all medevac flights; books all government department helicopter and fixed wing charters. Arranges for road ambulance, when required.
- Prepares flight plans; passenger manifests; weight and balance records; weather briefings, etc. Arranges for refueling, de-icing and maintenance. Files flight plans with Transport Canada.
- Maintains liaison with flight crews; management; maintenance workers; various government department officials who are booking flights; forestry officials; medical flight teams, aircraft refuelers, helicopter companies, etc.
- Maintains and records all daily flying activities such as pilot and aircraft flight times, passengers, number of water and/or foam drops, etc. Inputs data into the Air Services Program.
- Prepares various reports and forms on a daily basis such as Air Ambulance Reports, Aircraft Flight Authorization Forms, dispatch worksheets, reservation cards, debriefing notes, etc.
- Prepares month end reports.

SKILL**Knowledge****General and Specific Knowledge:**

- Transport Canada Regulations.
- Policies and Procedures.

Formal Education and/or Certification(s):

- Minimum: High School Diploma. Transport Canada approved Radio Operator's License. Course work in Meteorology, Flight Planning/Weight and Balance, Dispatching, Aircraft De-icing, and Transportation of Dangerous Goods.

Years of Experience:

- Minimum: 2 to 3 years

Competencies:

- Ability to follow basic instructions and work processes.
- Ability to apply established techniques to the completion of activities.
- Ability to co-ordinate a range of related work or project activities.
- Ability to develop new solutions to deal with new problems.
- Ability to provide advice to others on how to solve a problem or address an issue.
- Ability to proofread, edit and format documents.
- Ability to operate a computer to prepare documents or access databases.
- Ability to write straightforward text.
- Ability to conduct analysis or assessment.

Interpersonal Skills

- A range interpersonal/communication skills used include listening to information from other people and asking questions to get information to ensure understanding of service required; providing both routine and complex information and direction to Aircraft Dispatchers and Pilots; and gaining the co-operation of employees to complete work, address issues and/or solve problems.
- The most significant contacts are Aircraft Dispatchers in the performance of daily dispatching activities; manager for advice and guidance on day-to-day operational issues; pilots/flight crew regarding flight plans, weather issues, fuel and de-icing requirements, etc., and with officials within the Government of Newfoundland and Labrador to schedule charters, medevacs or water tankers (for fire suppression work).

EFFORT**Physical Effort**

- The demands of the job regularly results in fatigue, requiring periods of rest.
- Occasionally required to lift or move boxes of files weighing over 50 lbs.
- Required to sit on a constant basis with standing, walking and driving performed occasionally.
- Fine finger/precision work is required on a constant basis when using a computer for daily tasks.

Concentration

- **Visual** concentration or alertness is required when performing scheduling and dispatching activities; monitoring and following an aircraft(s) flight plan; and booking helicopters and fixed wing charters.
- **Auditory** concentration or strain is experienced when monitoring and talking to aircraft crew

- on VHF, HF and/or FM radio; and when responding to telephone requests for air services.
- **Alertness and concentration** are required when performing repetitive tasks such as preparing flight plans for medevac services and/or water tanker flights to ensure all requirements such as fuel, de-icing, weather conditions, weight and balance, etc., are co-ordinated.
- **Time pressures and deadlines** are experienced when dispatching an air ambulance or water tanker(s).
- **Exact results and precision** are required when assessing such things as weight and balance requirements and fuel loads to ensure that the aircraft is not overloaded.

Complexity

- Work involves performing supervisory, administrative and dispatching work which can be quite different but use similar skills and knowledge.
- A typical problem or challenge is the co-ordination of services for the Air Ambulance Program to ensure that the appropriate resources such as medical staff, pilots and ambulance staff are available.
- Reference material to assist in addressing problems, challenges and issues include Policies and Procedures Manual; Emergency Response Manual and Transport Canada Regulations.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks and activities are moderately prescribed or controlled.
- Generally work independently in carrying out the day-to-day responsibilities. Problems or different issues that arise can be referred to the manager.
- Authority is exercised to charter aircraft for medevac services when the government air ambulance is not available and to schedule all government department flights requiring fixed wing and helicopter service.
- When dispatching an air ambulance or water tanker, and selecting the aircraft, pilots, etc., to respond to the situation, a high degree of independent discretion and judgement is required.

Impact

- Work results can have a positive impact within the immediate work area, department, organization, and on clients/patients/general public.
- Impacts also affect resources such as equipment, finances, facilities, material resources, human resources, health and safety and the corporate image when emergency medevac or water tanker flights are co-ordinated and dispatched in a timely manner in an effort to protect the health and safety of the patient and the natural environment and/or property.
- Mistakes or errors can result in an aircraft crash if the aircraft is overweight, is not properly fuelled or de-iced, etc.; patient care being delayed; or forest fires can get out of control resulting in loss of forest, cabins, homes and property.
- Errors are typically identified and resolved within hours of problem identification.
- Work is guided by Policies and Procedures and Transport Canada Regulations. Aircraft inspections are performed by flight crew before departure.

Development and Leadership of Others

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| — Responsible for supervision of a small size work group (1 to 4 employees). |
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WORKING CONDITIONS

Environmental Working Conditions

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| <ul style="list-style-type: none"> — No special precautions or safety equipment is required. — The likelihood of injury or illness resulting from hazards on the job is limited. — Exposure to glare from the computer screen when in use; unusual/distracting noise from loud aircraft, radios, etc.; and fumes from aircraft(s). |
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