

Job Class Profile: Aircraft Dispatcher I

Pay Level: CG-28 Point Band: 578-621

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	3	5	4	1	3	
Points	140	67	13	33	90	108	83	21	32	587

JOB SUMMARY

Responsible for dispatching government owned or leased aircraft including air ambulance aircraft and water tankers. Responsibilities also include administrative work in co-ordinating and monitoring government contract and charter flying requirements, preparing flight plans, maintaining flight information on the movement of aircraft, co-ordinating medevacs with the medical flight team, arranging for road ambulance and maintaining various records.

Key and Periodic Activities

- Prepares flight plans and other aeronautical data covering flights throughout the Province and involving such aircraft as King Air and Cessnas; considers a wide variety of aeronautical information such as altitude, fuel requirements, routes, weather, runways, flying time, range of aircraft and other procedural information; briefs pilots before and during flights explaining weather routes and operational information to meet the needs of different kinds of flights and pilots; maintains liaison with Air Traffic Control on all flight operations; keeps supervisor informed of all flight operations.
- Interprets meteorological data as supplied by weather office and relays information as required; maintains meteorological data for immediate assessment and future possible use; maintains maps of detailed landing area locations and cache sites.
- Maintains records related to various phases of aircraft operation including flying times for pilots and crew members and aircraft information; inputs data into the Air Services Program.
- Liaises with ground transportation officials, nursing/medical personnel, and hospital officials to ensure timely and safe transportation of patients and staff.
- Co-ordinates appropriate ambulance or ground transportation for each emergency response.
- Takes bookings, receives quotes, awards jobs and maintains records for all government charters.
- Arranges for coastal clinics, including scheduling pilots and tracking time.

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

- Transport Canada Regulations.
- Policies and Procedures.
- Flight Planning.
- Medevac Procedures.
- Dispatching Procedures.

Formal Education and/or Certification(s):

- Minimum: High School Diploma. Transport Canada Approved Radio Operator's License. Course work in meteorology. Dispatch course. Transportation of Dangerous Goods Training. Flight Planning.

Years of Experience:

- Minimum: 3 to 5 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 of interpersonal/communication skills used include listening to information from other people and asking questions to get information to ensure understanding of service required; negotiating contracts and agreements; gaining the cooperation of others to complete work, addressing issues and/or solving problems; providing both routine and complex information to supervisor, Pilots, Air Traffic Control personnel, nursing/medical personnel, etc.
- The most significant contacts supervisor for advice and guidance on unusual situations and to discuss problems and issues; pilots/flight crew regarding flight plans, weather issues, fuel and weight requirements, etc., and with ground transportation officials, nursing/medical personnel and hospital officials to arrange air ambulance services to ensure the timely and safe transportation of patients and staff.

EFFORT

Physical Effort

- The demands of the job regularly result in fatigue requiring periods of rest.
- Occasionally required to lift or move objects between 25 – 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 preparing flight plans; dispatching aircraft; monitoring aircraft movements; and recording technical information associated with aircraft operation.
- **Auditory** concentration or strain is experienced when responding to requests for medevac services to ensure understanding of service required.
- **Alertness and concentration** are required when performing repetitive tasks such as data entry and **higher than normal levels of attentiveness or alertness** for the health and safety of others is required when preparing flight plans to ensure all requirements such as fuel, de-icing, weather conditions, weight and balance, etc. are considered and coordinated.
- **Time pressures and deadlines** are experienced when dispatching an air ambulance to ensure timely and safe transportation of patient. **Interruptions and lack of control over work pace** can occur during adverse weather conditions, conflicting priorities, etc.
- **Exact results and precision** are required when preparing flight plans, maintaining flight information on aircraft movements and maintaining technical records associated with aircraft operation (i.e. weight and balance, fuel loads and landing distance).

Complexity

- Work involves performing dispatching and administrative work controlling and co-ordinating the movement of aircraft which involves tasks and activities that are different but allow the use of similar skills and knowledge.
- A typical challenge is the co-ordination of all resources such as aircraft, pilot and flight crew, nursing/medical personnel; ambulance or ground transportation, etc., required for all emergency medevac flights.
- Reference material to assist in addressing problems, challenges and issues include Internal Policies and Procedures, Emergency Response Manual, Transport Canada Regulations as well as advice and guidance from supervisor.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks and activities are performed in a highly regulated environment. Work is performed independently in accordance with policies and procedures and Transport Canada Regulations. Unusual situations are referred to the Supervisor.
- Authority is exercised to obtain quotes and select service provider for chartering of fixed wing aircraft or helicopter and schedule overtime for pilots and maintenance crew when required.
- When dispatching and co-ordinating the movement of aircraft, a high degree of independent discretion and judgement is required. Work tasks and activities are generally reviewed after the task is completed by Director or Department of Health officials.

Impact

- Work tasks and activities are moderately prescribed and controlled.
- 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 flights are coordinated and dispatched in a timely manner.

- Mistakes or errors can result in delays in patient care and unsafe transportation of patients, pilot, flight crew, and nursing/medical personnel; aircraft crashes; increased costs and overtime or out of control forest fires.
- Errors are typically identified and resolved within hours of problem identification.
- Work is evaluated by supervisor for adherence to policies, procedures and regulations.

Development and Leadership of Others

- Not responsible for supervision of staff.
- Not typically involved with providing development and leadership to others.

WORKING CONDITIONS

Environmental Working Conditions

- No special precautions or safety equipment is required.
- There is no likelihood of injury or illness resulting from hazards in the position.
- Exposure to unusual/distracting noise from loud aircraft, radios, phones, etc.; glare from the computer screen and possible isolation when working alone overnight at the hangar.