

**Job Class Profile: Aircraft Dispatcher II****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.