



Position Description

Department	Operations
Position Title	Dispatcher
Grade	5
Reports To	Manager – Airside Operations
FLSA	Non-Exempt
Approved Date	September 1, 2003
Revised Date	January 1, 2011
Purpose	Provide communication support for the Airport.
Duties & Activities	Monitor airport CCTV system and access control system, dispatching the proper personnel to alarms and suspicious activities. Perform daily inspection of CCTV system and security equipment. Change security-recording tapes on a defined schedule.
	Monitor FAA emergency phone and dispatch airport personnel for emergency alerts. Monitor multiple radio frequencies, including airport police, airport parking, airport operations and airport maintenance. Conduct radio checks on each shift and maintain radio contact with units responding to emergencies. Dispatch proper personnel for medical emergencies. Relay information between airport units and other agencies as needed.
	Log all pertinent data relating to dispatched personnel and daily airport activities.
	Answer airport courtesy phones and broadcast pages in the terminal building as needed.
	Coordinate off-airport unit responses with City of Little Rock Communication Department and other agencies as needed.
	Dispatch appropriate personnel to security related events according to Airport procedures.
	Maintains regular and punctual attendance. Works extended hours, outside of regular shift schedule, as required by operational needs.
	Respond to and assist with Airport emergencies. Perform other duties as assigned.
Role Definition	Individual Contributor
# of Direct Reports	None
# of Indirect Reports	None
Budget Responsibilities	None
Education & Experience	High school diploma or general education degree (GED); or one or more

	years related experience and/or training; or equivalent combination of education and experience.
<i>Language Skills</i>	Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization. Ability to communicate clearly while using radio or telephone.
<i>Math Skills</i>	Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and distance.
<i>Reasoning Ability</i>	Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
<i>Computer Skills</i>	Basic computer competency, including experience using Microsoft Office products.
<i>Technical/Trade Skills</i>	None
<i>Interpersonal Skills</i>	Typically requires highly developed interpersonal skills for dealing with sensitive or controversial situations.
<i>Licenses/Certifications</i>	None
<i>Physical Effort</i>	Frequent periods are spent sitting in the same location with some opportunity to move about, or occasionally there may be a requirement to stoop or lift light material or equipment (typically less than 8 lbs).
<i>Job Environment</i>	Located in a comfortable indoor area. Conditions could produce mild discomfort on occasion.
<i>Job Hazards</i>	Most of the time is spent in general office or equivalent conditions.
<i>Job Pressures</i>	Under regular pressure to meet deadlines, quotas and/or must frequently deal with unpleasant issues related to people or situations.