

SPOKANE AIRPORTS

JOB DESCRIPTION

JOB TITLE: Dispatcher-

DEPARTMENT: Police

REPORTS TO: Supervisor, Dispatch

DATE: November 2006

BASIC PURPOSE:

To provide a single access point for emergency personnel, airport administration and the general public to obtain information and report incidents to initiate public safety responses.

MAJOR RESPONSIBILITIES:

- Answer and prioritize responses to airport 911, aircraft emergency, paging calls and information calls.
- Dispatch police, fire and medical responders to calls for assistance, and transfer other calls to appropriate department or agency.
- Serve as communication center during police, fire and EMS incidents.
- Monitor pagers and scanners and announce emergency information relevant to distressed aircraft.
- Provide telephone answering support to airlines and administration.
- Provide non-law enforcement police services including processing lost and found items, issuing/retrieving badges/keys, fingerprinting, etc.
- Assist airport users with paging services, flight information and related services.
- Act as after-hours point of contact for vendors, deliveries, etc.
- Assist with on-the-job training of newly hired dispatchers.
- Prepare reports and maintain activity records in physical and electronic filing systems.
- Monitor CCTV cameras, TSA alarms, CCAS alarms and Simplex building fire alarms.
- Perform other duties as assigned.

WORKING CONTACTS WITH OTHERS (INTERNAL AND EXTERNAL):

Regular contact with management, employees, tenants, vendors, government agency staff and the general public.

WORKING CONDITIONS, TRAVEL, ENVIRONMENT AND POTENTIAL HAZARDS:

Work performed primarily in Dispatch Office. Occasionally noisy to loud work environment.

EQUIPMENT OPERATION REQUIRED:

Personal computer, phones, calculators, copier, fax, 2-way radio, fingerprinting and badge equipment.

MINIMUM REQUIREMENTS:

Education/Experience:

- High school degree, some college course work in police science and computers preferred.
- Three years experience (within the last five years) in a dispatch or communications center for police, fire, or EMS department preferred. State Certification as Communications Dispatcher will be recognized in lieu of experience.
- Experience operating multi-line telephone systems, electronic office equipment and computers as well as knowledge in the use of spreadsheets, word processors and databases.

Knowledge/Skills:

- Must be able to read, write, speak and understand English.
- Must have good written and verbal communication skills.
- Have a clear and pleasant speaking voice.
- Must be able to read/understand rules, regulations, policies, and procedures.
- Must be able to analyze situations quickly, calmly and objectively to determine appropriate emergency response.
- Must be able to establish and maintain good working relationship with co-workers and persons using/interacting with the Communication Center.
- Must be able to handle telephone inquiries, comments, and complaints in a polite, professional manner.
- Must have knowledge of first aid principles.
- Must be able to repair minor system breakdowns.
- Must be able to keyboard at 35 wpm.
- Must be able to work various shifts.

Physical Requirements:

- Able to move about facilities & all areas of responsibility
- Ability to operate a computer, fax, telephone and other office equipment
- Ability to communicate via email and phone
- Ability to lift or move up to 50 lbs.
- Ability to reach under, around and behind desks, tables and equipment
- Ability to stand for an extended period of time
- Ability to use hands to finger, handle or feel
- Close Vision, color vision and ability to adjust focus and read small print
- Ability to talk, hear and understand telephone and radio transmissions

Security:

- Must have no felony or gross misdemeanor convictions.
- Must be able to obtain and maintain an Airport security badge as condition of employment.