AUBURN
Human Resources

Dispatcher Supervisor

Job Description

JOB INFORMATION

Job Code	EG20
Job Description Title	Dispatcher Supervisor
Pay Grade	TR10
Range Minimum	$37,970
33rd %	$43,030
Range Midpoint	$45,560
67th %	$48,090
Range Maximum	$53,150
Exemption Status	Non-Exempt
Approved Date:	1/1/1900 12:00:00 AM
Legacy Date Last Edited	12/8/2021

JOB FAMILY AND FUNCTION

Job Family:	Transportation
Job Function:	Flight Operations

JOB SUMMARY

Reporting to the Chief Flight Instructor, responsible for supervising Flight School Dispatch personnel. Ensures compliance with Federal Aviation Administration (FAA) regulations for all maintenance and training duties, as well as ensures department compliance with Dispatch policies and procedures in support of the Flight School's training mission.

RESPONSIBILITIES

- Provides overall supervision for the Flight School Dispatch function: Prepares and maintains the weekly personnel schedule. Manages the hiring process for TES and student Dispatchers. Determines the training needs for new and current Dispatch personnel.
- Coordinates with maintenance function to ensure all aircraft and training devices are in accordance with Federal Aviation Administration Regulations and Flight School policy. Ensures all reported maintenance discrepancies are documented in the School’s resource management system, and coordinates with designated maintenance representatives on additional clarifications, as needed.
- Dispatches aircraft and flight training devices used by Auburn University Flight School.
- Reports and tracks aircraft maintenance events.
- Coordinates with Flight School personnel to develop training procedures and guidance, and ensures all Dispatchers are trained accordingly.
- Oversees student records and other record-keeping and data collection tasks.
- Reports and invoices flight training activities. Maintains inventory of training material and supplies, as well as manages the sale of these items.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
High School Diploma or GED	High School Diploma or equivalent.	and	4 years of	Experience with resource allocation tasks in a fast-paced, time-sensitive customer service environment, including, but not limited to, hospitality, shipping, manufacturing, or an equivalent industry sector. Experience in the Aviation Dispatching field is desired.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Thorough knowledge of office functions.	
Working knowledge of Auburn University administrative systems appropriate to the position.	
Competence with basic arithmetic.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
None Required.				

REQUIRED PRE-EMPLOYMENT/ONGOING SCREENINGS

Pre-Employment Drug Screening; Random Drug Screening

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking				X		
Sitting					X	
Lifting	X					
Climbing		X				
Stooping/ Kneeling/ Crouching		X				
Reaching			X			
Talking					X	
Hearing					X	
Repetitive Motions			X			
Eye/Hand/Foot Coordination			X			

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold			X		
Extreme heat			X		
Humidity			X		
Wet			X		
Noise			X		
Hazards			X		
Temperature Change			X		
Atmospheric Conditions			X		
Vibration			X		

Vision Requirements:
Ability to see information in print and/or electronically.