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## Auburn University Job Description

Job Title: **Dispatcher Supervisor**

Job Family: No Family

Job Code: **EG20**

Grade TR10 \$34,400 - \$48,200

FLSA status: Non-exempt

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### 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.

### Essential Functions

1. 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.
2. 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.
3. Dispatches aircraft and flight training devices used by Auburn University Flight School.
4. Reports and tracks aircraft maintenance events.
5. Coordinates with Flight School personnel to develop training procedures and guidance, and ensures all Dispatchers are trained accordingly.
6. Oversees student records and other record-keeping and data collection tasks.
7. Reports and invoices flight training activities. Maintains inventory of training material and supplies, as well as manages the sale of these items.
8. May perform other duties as assigned to ensure the Dispatch function supports the Flight School as needed.

### 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.

*The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.*

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### Minimum Required Education and Experience

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
<b>Education</b>	High School	High School Diploma or equivalent.
<b>Experience (yrs.)</b>	4	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.

#### **Substitutions allowed for Education:**

Indicated education is required; no substitutions allowed.

#### **Substitutions allowed for Experience:**

Indicated experience is required; no substitutions allowed.

#### **Minimum Required Knowledge**

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

#### **Certification or Licensure Requirements**

None required.

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### Physical Requirements/ADA

Occasional and/or light lifting required. Limited exposure to elements such as heat, cold, noise, dust, dirt, chemicals, etc., but none to the point of being disagreeable. May involve minor safety hazards where likely result would be cuts, bruises, etc.

Routine deadlines; usually sufficient lead time; variance in work volume seasonal and predictable; priorities can be anticipated; some interruptions are present; involves occasional exposure to demands and pressures from persons other than immediate supervisor.

Job frequently requires walking, sitting, talking, hearing, and lifting up to 10 pounds.

Job occasionally requires standing, reaching, handling objects with hands, and lifting up to 25 pounds.

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

Date: 12/8/2021

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