

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES  
CLASS SPECIFICATION

AIRCRAFT LEAD DISPATCHER

POSITION CODE: 00952  
Effective: 4-1-87

DISTINGUISHING FEATURES OF WORK:

Under general direction provides leadership and work direction to Aircraft Dispatcher in scheduling air transportation for State of Illinois personnel including emergency medical services and in dispatching state-owned aircraft; attends staff meetings, prepares summary data and oversees the completion of related bureau reports; fills requests by assigning available aircraft and crews to ensure maximum efficiency of aircraft utilization and maximum response to all flight requirements; writes and updates daily flight manifest; contacts or delegates the contacting of pilots and passengers when there are changes in schedules; responsible for providing twenty-four hour coverage for scheduling changes and for emergency flights; rotates with Aircraft Dispatcher in assuming "on call" status during twenty-four hour periods.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Coordinates all flight requests; prioritizes duties and delegates work to Aircraft Dispatcher in order to complete assignments; receives incoming calls from state agencies requesting the use of state planes to conduct state business; enters requests onto log by date received, date of flight, type of flight (conservation, executive or fixed-wing, executive rotary wing, Emergency Medical Services, disaster, Department of Transportation inspections); assists agencies by advising which airports would be most suitable, flight times and drive times between destinations; chooses landing sites when a helicopter is used.
2. Builds a daily flight schedule from requests received and assigns aircraft; books seats on priority basis determined by executive order and time of request; assigns Aircraft Pilots for the trip taking into consideration pilot duty and flight time limitations; decides who can or cannot get a flight or a seat on the flight; discusses matters of "high sensitivity" caused by more requests than can be met and the seniority and relative position of the requestors with the Flight Operations Manager; sets up charter flights, if necessary to accommodate requests.
3. Makes sure the completed flight manifest for each trip is kept up-to-date as changes occur, as when a high priority user changes their schedule, maintenance problems occur, weather causes problems, or pilots are unable to meet their crew assignment; directs the entry of flight manifest data into the computer after flights are completed to allow accounting section to prepare invoices to the user agency for payment.

## AIRCRAFT LEAD DISPATCHER (Continued)

4. Responsible for providing twenty-four hour coverage for scheduling changes and for emergency flights; assigns duty each night and every weekend, including holidays to an Aircraft Dispatcher; carries a pager when on call; makes sure of coverage in case of vacation or illness; knows complexities and interaction of the flight schedules; assigns available aircraft and Aircraft Pilots; alerts maintenance crews to have plane fueled and ready for flight.
5. Attends staff meetings with aircraft operations and maintenance personnel; prepares summary data and takes responsibility for bureau reports; assists Chief Pilots in preparing their reports and their monthly duty rosters.
6. Operates air-to-ground radio to communicate with pilots.
7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

## DESIRABLE REQUIREMENTS:

### Education and Experience

Requires knowledge, skill and mental development equivalent to completion of four years of high school and requires one year of experience in transportation scheduling and/or commercial chartering of vehicles, plus an additional year of experience in filling flight requests by assigning available aircraft and Aircraft Pilots as could be obtained as an Aircraft Dispatcher.

### Knowledges, Skills and Abilities

Requires working knowledge of automated equipment such as word processors and microcomputers in order to input flight manifest data and in order to use packaged software to produce reports.

Requires ability to work nights and alternate weekends, as necessary to provide twenty-four hour coverage.

Requires ability to communicate effectively with many people in a given day.

Requires ability to prioritize duties and to delegate in order to complete task assigned.

Requires ability to communicate effectively with the public.

Requires ability to exercise courtesy and tact in receiving flight requests and in assigning seats.

Requires ability to remain calm when there are constant changes in flight schedules and to perform under pressure.

Requires ability to schedule several trips at approximately the same times and involving several airplanes and/or helicopters.

Requires ability to manage time wisely in order to complete constantly changing schedules and to complete required reports on time.