

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES  
CLASS SPECIFICATION

AIRCRAFT DISPATCHER

POSITION CODE: 00951  
Effective: 06/01/2015

DISTINGUISHING FEATURES OF WORK:

Under general direction, schedules air transportation for State of Illinois personnel including emergency medical services and dispatches state-owned aircraft; verifies accuracy of flight manifest, prepares daily billing information and enters it into automated equipment for generating invoices and reports; assists Aircraft Lead Dispatcher in filling flight requests by assigning available aircraft and Aircraft Pilots to ensure maximum efficiency of aircraft utilization and maximum response to all flight requirements; assists Aircraft Lead Dispatcher by writing and updating daily flight manifest; contacts pilots and passengers if there are any changes in schedule; rotates "on call" status in order to give twenty-four hour coverage for emergency flight and schedule changes by elected officials.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Ensures accurate record keeping and proper agency billing of all flights and successful completion of daily flight manifest; verifies flight manifest for pilot's information, passenger names, agency to be billed, destination and mileage; answers any questions by checking with the pilot and/or user agency; enters each manifest into the computer, and generates agency billing, weekly and monthly reports from information entered into the computer system.
2. Advises agencies, assigns Aircraft Pilots and passengers when changes occur; changes flight manifest and billing information to reflect changes; assists user agencies by choosing suitable airports and by determining flight times; consults Aircraft Lead Dispatcher for work guidance and performs the duties of Aircraft Lead Dispatcher when the incumbent is absent.
3. Rotates "on call" duty with the Aircraft Lead Dispatcher to ensure twenty-four hour coverage (night, weekend and holiday duty) for special requirements and emergency changes during "off hours"; carries a pager when "on call"; assigns available aircraft and Aircraft Pilots; alerts maintenance crews to have plane fueled and ready for flight.

## AIRCRAFT DISPATCHER (Continued)

4. Operates air-to-ground radio to communicate with pilots on special requests and changes.
5. 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.

Knowledge, Skills and Abilities

Requires working knowledge of computer equipment in order to input and retrieve flight manifest data and to use 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 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 for 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.