

WILMINGTON INTERNATIONAL AIRPORT

Wilmington, NC

JOB DESCRIPTION

Title: **Operations Dispatcher** Date: January 2018

Supersedes: August 2016

Authorized by: \_\_\_\_\_, Deputy Airport Director  
Signature

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**Position Summary:** A Public Safety Office Dispatcher answers all incoming emergency and non-emergency calls to the Public Safety Office and dispatches information and personnel accordingly. Maintains department files and keeps computer entries up to date. Monitors airport security cameras and access control system and dispatches officers or operations personnel to alarms.

**Reporting Relationships:**

- Reports to: Shift Supervisor or designee
- Supervises: None; May train personnel as required.

**Essential Functions:**

- Maintains all required training and certifications as a dispatcher in accordance with established timeframes and protocol. Attempts to improve performance and/or correct deficiencies as needed.
- Answers all incoming calls to the Public Safety Office in a courteous and professional manner and provides responses to and dispatches airport personnel in accordance with established protocol.
- Maintains radio communications with all airport staff as required.
- Performs all emergency related duties as required.
- Takes initiative to complete daily duty functions with little or no supervision. Requires minimum follow-up on duty assignments.
- Maintains all files and reports in an organized and timely manner. Assists with paperwork for PSO officers as needed and in accordance with established protocol, and orders all DCI forms in a timely manner.
- Updates and makes entries in all computer systems to include, but not limited to Cardkey Access Control, DCI and Police Pak correctly, timely and in accordance with established protocol.
- Monitors airport CCTV security cameras, remains alert and operates equipment correctly and in accordance with established protocol.
- Serve as TSA Trusted Agents as required.
- Understands all internal as well as external airport customers, knows who they are, and anticipates and meets their expectations through quality service in accordance with the airport Mission, Values and Vision.
- Maintains log of all activities on the shift in a neat and organized manner.
- Trains new personnel in dispatch, DCI, Access Control, CCTV, creating ILM ID Cards and ID Card paperwork in a timely, effective and efficient manner.

- Consistently maintain the professional appearance of the Public Safety Office.
- Maintain a clean and sanitary work environment at all times.
- Performs other related duties as assigned in a competent and motivated manner.

**Other Important Functions:**

- Primary Contacts: Shift Supervisor, Management, employees, tenants, public and passengers, aviation personnel and visitors.
- Physical Demands: Some exposure to aircraft noise and fuels, daily contact with chemicals and airport construction. Position requires much standing, bending, kneeling, reaching, climbing, pushing, pulling, lifting and walking. Some exposure to inclement weather.
- Working Conditions: Routinely works 40 hours a week dependent upon scheduled shift. Must be willing to work any shift, weekends, and holidays. Due to the nature of responsibilities, may require longer work hours in order to complete assignments.

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**Qualifications:**

- Education/Knowledge: High School diploma, DCI.
- Experience: Some computer experience required. Some knowledge of police, fire, rescue and radio communications preferred.
- Skills/Aptitudes: Must be able to react quickly and calmly in emergencies. Must be able to physically perform basic functions of climbing, balancing, stooping, kneeling, crawling, reaching, standing, walking, pushing, pulling and lifting.

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I have read, understand, and agree to comply with all requirements of this position. I also acknowledge receiving a copy of this job description.

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Date

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Applicant/Employee Signature