**Position: Dispatch/Front Desk**

**Reports To: Director of Flight School Operations and Controller**

**Classification: Non-Exempt**

## Purpose:

Perform routine clerical and administrative functions such as drafting correspondence, scheduling appointments, organizing, and maintaining paper and electronic files, or providing information to callers. Provide dispatching for evening flights as well as proctor PSI tests.

## Tasks

* Clean terminal in coordination with standard cleaning procedures.
* Record Keeping of times for aircraft, schedules of students, and lessons conducted.
* Monitor aircraft times and efficiently and appropriately schedule maintenance inspections.
* Release aircraft and maintain standard operating procedures including FARs, FOM, and standard dispatch operations.
* Coordinate between financial officers and the daily operations of flight instructors and their students.
* Use scheduling conflict resolution and facilitate the schedule of students and instructors.
* Front desk operations in conjunction with the front desk staff and standard procedures
* Timely and accurately communicate changes to students and instructors’ schedules.
* Administer both FAA and non FAA tests through PSI/PAN
* Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
* Greet visitors or callers and handle their inquiries or direct them to the appropriate persons according to their needs.
* Locate and attach appropriate files to incoming correspondence requiring replies.
* Open, read, route, and distribute incoming mail or other materials and answer routine letters.
* Complete forms in accordance with company procedures.
* Make copies of correspondence or other printed material.
* Review work done by others to check for correct spelling and grammar, ensure that company format policies are followed, and recommend revisions.
* Learn to operate new office technologies as they are developed and implemented.
* Maintain scheduling and event calendars.
* Schedule and confirm appointments for clients, customers, or supervisors.
* Manage projects or contribute to committee or teamwork.
* Mail newsletters, promotional material, or other information.
* Order and dispense supplies.
* Conduct searches to find needed information, using such sources as the Internet.
* Provide services to customers, such as order placement or account information.
* Operate electronic mail systems and coordinate the flow of information, internally or with other organizations.
* Use computers for various applications, such as database management or word processing.
* Create, maintain, and enter information into databases.
* Set up and manage paper or electronic filing systems, recording information, updating paperwork, or maintaining documents, such as attendance records, correspondence, or other material.
* Operate office equipment, such as fax machines, copiers, or phone systems and arrange for repairs when equipment malfunctions.
* Compose, type, and distribute meeting notes, routine correspondence, or reports, such as presentations or expense, statistical, or monthly reports.
* Perform other duties and tasks as deemed necessary by management in relationship to the tasks listed above.

## Knowledge:

**Clerical -** Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography, and transcription, designing forms, and other office procedures and terminology.

**English Language -** Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

**Customer and Personal Service -** Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

**Computers and Electronics -** Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

**Administration and Management -** Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

## Education:

High School Diploma (or GED or High School Equivalence Certificate)  
Associate's Degree (or other 2-year degree)  
Some College Courses