

Job Description Spare Emergency Dispatcher

1. Purpose and Objective

The Spare Emergency Dispatcher is responsible for monitoring emergency phone lines, specifically for fire department and to coordinate the response of various agencies to emergency situations. The Spare Emergency Dispatcher shall also coordinate office management procedures for the airport operations.

2. Duties and Responsibilities

The following is an overview of the duties and responsibilities of the Spare Emergency Dispatcher. The listing is not intended to be all inclusive or to limit the Chief Administrative Officer's right to assign other duties.

- Follow procedures laid out in the Standard Operating Procedures (SOP) Manual and any other related procedure laid out by either memos or in the logbook as changes occur.
- Complete all task at beginning of each shift as laid out by check list sheets.
- Familiarize yourself with any changes, events or occurrences since last on shift duty.
- To monitor and answer all emergency phone calls for fire departments.
 - Carry out dispatching tasks for these agencies in accordance with SOPs and established routines in an accurate and timely manner.
 - Carry out the ongoing monitoring of said departments at incident and perform any related duties requested from said department at scene until back on station.
 - Function as a liaison on their behalf for all related requests.
- Remain in a state of alertness during all shifts.
- Maintain accurate record keeping of said calls as laid out in procedure.
- Complete any secretarial task as requested by supervisor.
- Complete updates on a yearly basis of data base as requested by supervisor.
- Assist the local RCMP with inquiries from time to time.
- Report any technical difficulty to appropriate staff.
- Relay all dog calls to dog catcher as required and maintain accurate records of same
- As required, give accurate airport advisories to aircraft, when radio contact has been initiated as laid out in operations manual.
- Report runway conditions in the winter and follow procedures laid out by Transport Canada to file NOTAMs to Flight Services when required.
- Phone snowplow operator when weather conditions warrant to advise them of the conditions of the runway.

- Maintain a professional customer service environment for passengers, pilots and visitors, by carrying out all Airport Administrative tasks as directed by supervisor and as per established routines.
- Maintain all records of aircraft arriving by keeping a record of aircraft movement
- Maintain and count float every shift.
- Control the issuing and returning of keys for any rooms at the airport to organizations utilizing the facility.
- Submit invoices to individuals when required for users' fees such as tie downs, fuel and photocopying.
- Maintain state of cleanliness in the dispatch center, main office, passenger lounge and kitchen. Perform shift duties as per procedures, such as sweeping, dusting, mopping, cleaning bathrooms on a shift-to-shift basis.
- Dispose of weekly garbage.
- Complete weekly, monthly duties as laid out in check list schedule.
- Participate in the Digby County Regional Emergency Management Operations

3. Competencies

The Spare Emergency Dispatcher must:

- Be responsible to maintain a clear knowledge of the operations of their department.
- Adhere to policies and procedures of the Municipality.
- Have interpersonal skills and the ability to communicate effectively and in a professional manner.
- Have knowledge of modern office procedures and methods including telephone, communications, and office systems.
- Have knowledge of modern business communication, including style and format of letters, memos, minutes, and reports.
- Possesses skills to use a computer and various software packages.
- Have the ability to establish priorities, work independently, and proceed with objectives without supervision.
- Have the ability to manage and resolve recurring problems with their work environment.
- Maintain emergency first aid and CPR certification.

4. Special Requirements

- Minimum Grade 12 education or equivalent
- Acquire and maintain a Radio Operators Certificate for Land/Marine and Aeronautical
- Must meet and maintain the requirement of an enhanced security check at all times during employment.
- Must be willing to work holidays, evenings, nights, and weekends as required by the supervisor or laid out by the shift schedule. Must be willing to fill in for other shift keepers when required by the supervisor, or if required due to major incident or disaster within the Municipality.

5. Salary and Benefits

- As determined by Municipal Policy

Statement of Understanding

This job description has been compiled to guide the employee in their daily activities with the Municipality. It is also intended to be used by the department head as a way to evaluate the performance of the employee. Although every effort has been made to include all work that may be expected of an employee, this job description is in no way to be considered final. With this in mind, this job description will continue to grow and be complete. The municipality along with the employee will review this description on an annual basis.