

Lead Dispatcher

Job Description:

Ensures all aircraft and personnel are prepared to handle customer needs. The Lead Dispatcher coordinates and dispatches aircraft and flight crew, as well as handles catering requests, transportation arrangements, accommodations and any other needs that may arise.

Essential Responsibilities:

- Coordinates and schedules all aircraft and crew members in the company.
- Prepares quotes for customers.
- Coordinates customer requests including catering, transportation, hotels, etc.
- Arranges ground handling and support.
- Negotiates fuel prices for company aircraft.
- Arranges landing permits and over-flight permits.
- Notifies U.S. Customs when required.
- Maintains and enhances relationships with existing customers.
- Develops relationships within the aviation industry that will help broaden our customer base.
- Communicates clearly and effectively with crew members, airline representatives, and co-workers as necessary.
- Answers phones, monitors GPS, and updates schedules.
- Develops, implements & maintains daily schedules; identifies any changes that will enhance aircraft efficiency & crew utilization.
- Coordinates according to availability, mechanical requirements, weather, customs requests & government/company regulations.

Job Requirements:

- Minimum 5-7 years dispatch experience.
- Must have excellent phone skills, verbal and written communication skills.
- Must be able to work in a fast-paced, demanding environment.
- Must demonstrate strong analytical and decision making skills.
- Must be available for on-call responsibilities during the weekends, evenings, and holidays.
- Must have International dispatching and trip planning experience.
- Must have strong Microsoft Word and Excel skills.