

# AABI Industry/Educator Forum Dispatcher Response



KENT STATE  
UNIVERSITY

The logo for Kent State University features the text "KENT STATE" in a large, white, serif font with a yellow sunburst above the letter "A". Below it, the word "UNIVERSITY" is written in a smaller, yellow, sans-serif font. The entire logo is set against a dark blue background.

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# AABI Industry / Educator Forum

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# Business Dispatch Ops

## - Mixed bag

- Some positions, more tailored to large business aviation flight department, that fit the typical dispatcher job description (similar to a 121 operations).
- Likely “wear more than one hat”. Some may do more scheduling work with the airplane and VIP/senior executives of the company than just the 121 operation.

- Must have great communication skills as they most likely will be working with limited aircraft and yet several senior administrative assistants or executive themselves, who are used to a yes answer – think “positive options”
- Watch bottom line in many cases....combination of scheduling, first level dispatch, and commercial ticketing (hotels, cars, etc). All electronic travel requests were reviewed for cost, type of travel (car, our own airplanes, or airlines), level of senior traveler (Board of Directors and Senior VP, CEO, had the choice and their admin assistants worked with travel stall on the details.

# Attributes to inculcate

- Listening well
- Ensure that they are working the right problem
- Thinking through “positive” safe options
- Multi-task skills
- Safety (runway length; wx)
- Details, details, details.
  - A whole trip can be great up to some minor issue
  - That a particular executive has that is on “their hot button list”.
  - Documentation for trip details back to the executive administrative assistant and/or
  - directly emailed to executive.
- Understanding the Corporate mission and vision
  - How that impacts their job performance



# Professional Development Leverage Resources

- Professional Pilot Magazine  
(corporate flight departments - benchmark)
- NBAA
  - Annual Schedulers & Dispatchers Conf
  - Certified Aviation Manager (CAM)
  - Flight Dept Administration
  - Business Aviation Insider
- Other

