

## Training Coordinator



### Position Profile

Training Coordinator | Anchorage Downtown Partnership, Ltd. | Anchorage, AK

### The Position: Training Coordinator

Anchorage Downtown Partnership, Ltd. seeks qualified individual that excels in a fast paced, community environment for a Training Coordinator to provide consistent and professional training to all ambassadors to increase longevity and maintain standards of work within the Anchorage Downtown Partnership, Ltd. Operations section. The Training Coordinator will create, improve, instruct, and verify all Ambassadors have been trained properly and continue to maintain a strict standard of work.

### Reporting Relationship

The Training Coordinator reports directly to the Operations Director.

### Position Status and Classification

This is a full-time, non-exempt/hourly position.

### Wage Range

\$18.00

### Essential Duties and Responsibilities

In collaboration with the Operations Director, this important member of the ADP team will be responsible for the initial and ongoing training to all ambassadors, but not limited to:

- Creating and maintaining a training program for security, maintenance, and events;
- Facilitating training for new hires;
- Coordinating professional development and ongoing training opportunities;
- Ensuring all Ambassadors complete required training for all modules and maintain qualifications;
- Coordinating with Shift Supervisors to plan and conduct training during shift hours;
- Identifying training shortfalls and implement new, improved, or adjusted training to correct deficiencies;
- Keeping accurate records of Ambassador training, Operations training, and a calendar of scheduled training events; and
- Successfully complete other duties as assigned.

### Qualifications Requirements

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of the position.

### Language Skills

- Ability to communicate effectively, verbally and in writing in English.

### Diplomas, Degrees

- High school diploma or GED
- Associates degree, preferred

### Knowledge, Skills and Abilities

- Computer proficiency including Microsoft Office products

- 2 years' experience with security
- 2 years' experience in supervising
- Demonstrated ability to communicate effectively orally and in writing
- Demonstrated ability to manage staff groups and major projects or initiatives
- Ability to interact effectively and respectfully with diverse audiences
- Ability to organize and prioritize work
- Ability to work in a dynamic environment and to deal effectively under pressure with frequent changes in priorities, delays, or unexpected events
- Ability to think and act strategically
- Ability to look at situations from various points of view
- Ability to establish and maintain effective working relationships with employees, members, and the general public

### **Tools and Equipment Used**

- Desktop and/or laptop computer(s)

### **Work Environment**

The Training Coordinator will work within the shop and in the Downtown Improvement District. There may be exposure to loud noise and inclement weather.

### **The Organization**

The Anchorage Downtown Partnership is comprised of three separate but interrelated nonprofits, that together help create a clean, safe and vital downtown Anchorage. These include Anchorage Downtown Partnership, Ltd., the primary membership organization; ADP Development Corporation, which holds the organization's capital resources and equipment rental; and ADP Community Services which handles events, sponsorships, grants and donations. With a budget of \$1.8 million annually, the Anchorage Downtown Partnership provides services for the Anchorage Downtown Improvement District (DID), covering a 120 square block area. The improvement district was created by downtown property owners to improve the cleanliness of downtown, decrease crime, increase investment values and occupancy rates, and to stimulate economic development. Approximately two-thirds of ADP's revenue is generated from monthly payments self-assessed by downtown property owners. The remaining revenue is generated through services and events.

### **Programs**

#### **Clean and Safe**

##### **Safety Ambassadors**

Anchorage Downtown Partnership's Safety Ambassadors are the "eyes and ears" of downtown Anchorage. Easily identifiable and ever-present the Ambassadors assist local businesses and residents in keeping downtown Anchorage a safe and friendly place to work and visit. The Safety Ambassadors work closely with first responders. As true ambassadors, they are always ready to assist residents and visitors so they experience the best of downtown Anchorage.

##### **Maintenance Ambassadors**

ADP's Maintenance Ambassadors work 7 days a week picking up trash and removing snow from public spaces and sidewalks and assisting in graffiti removal. Ambassadors are a welcome presence on downtown streets whether it's assisting property owners, businesses, visitors and residents or ensuring downtown events are clean and safe. Maintenance Contract Services ADP's maintenance team offers contracted services to aid in additional maintenance for businesses throughout the Downtown Improvement District, and other neighborhoods around downtown.

These include: · Snow removal · Ice melt · Event rentals · Gravel removal · Weed Abatement · Power washing · Graffiti removal Security Contract Services Anchorage Downtown Partnership provides security services on a

contract basis, meeting the unique needs of business and property owners. ADP currently holds security contracts with a variety of businesses including religious institutions, retail, and entertainment.

## **Anchorage Downtown Place-making**

### **Annual Events**

Anchorage Downtown Partnership hosts a series of annual events to capture and enhance the vibrancy of downtown Anchorage. The events range from small outdoor concert series to large festivals, ceremonies, and fireworks displays. Events are funded primarily through sponsorship dollars and community support. ADP events utilize underused public spaces, stimulate economic development, attract residents and visitors downtown and provide activities for the whole family.

Annual events include: · Downtown Summer Solstice Festival · Holiday Tree Lighting · Live After Five Summer Concert Series · Music in the Park · Music for Little Ones · New Year's Eve · Small Business Saturday · Trick or Treat Street · St. Paddy's Day Pub Crawl Space Activation Anchorage Downtown partnership works to energize the downtown core by using public spaces, parks, vacant storefronts and alleys in creative and collaborative ways that bring people together.

### **Anchorage, Alaska**

Anchorage is Alaska's largest and most diverse city with a population of nearly 300,000, representing 40 percent of the state's population. Long considered the "air crossroads of the world" Anchorage lies within 9.5 hours by air of nearly 90% of the industrialized world. Ted Stevens International Airport is the third busiest cargo airport in the world and home to a major FedEx hub. Anchorage has been named an All-America City four times by the National Civic League. Though the climate is classified as subarctic, temperatures are moderated by Cook Inlet and the influence of the Gulf of Alaska. With more than 19 hours of daylight at the height of summer, Anchorage visitors and residents stay active throughout the year enjoying more than 250 miles of walking, biking and skiing trails. The city is proud of its diversity with more than 100 languages spoken in the Anchorage school district. Downtown Anchorage is the hub of Alaska's cultural offerings, including the Anchorage Museum and the Alaska Center for the Performing Arts. Among the most pressing issues impacting the vitality of downtown include; a migration of businesses to the mid-town area; lack of urban living space for those who might choose to reside downtown; a perception that downtown parking is both limited and expensive; and the concentration of Anchorage's public inebriates and homeless populations.

### **Application Process**

To apply for this position, email a resume to Amanda Moser at [AMoser@Anchoredowntown.org](mailto:AMoser@Anchoredowntown.org). The position closes on September 22, 2020 and resumes will be reviewed on that date.

**Anchorage Downtown Partnership, Ltd is an equal opportunity employer. We do not discriminate on the basis of race, color, gender, national origin, age, religion, creed, disability, veteran's status, sexual orientation or any other class protected by law.**