

Operations Director



Position Profile

Operations Director | Anchorage Downtown Partnership, Ltd. | Anchorage, AK

The Position: Operations Director

Anchorage Downtown Partnership Ltd. (ADP) seeks a qualified Operations Director to ensure the smooth operation of the daily happenings in the Operations Department. The Operations Director directs and oversees all operations typically through supervisors and team leaders. The Operations Director leads the design and operational policies, objectives, initiatives and manages several infrastructure elements and responsibilities including risk management, budget, training, and securing additional contracts. The Operations Director evaluates current and proposed operational systems and procedures and implements changes as necessary. The ideal candidate has management experience, is adaptable to change, and has a strong commitment to a culture of safety. Successfully complete other duties as assigned.

Reporting Relationship

The Operations Director reports to the Executive Director

Position Status and Classification

This is a full-time, exempt position.

Wage Range

\$55,000-65,000 DOE

Essential Duties and Responsibilities

In collaboration with the Executive Director and Operations Team, this important member of the ADP team will be responsible for:

Operations & Oversight

- Manage all daily operations that take place within the Operations Department.
- Increase the efficiency of the Operations Department.
- Plan operational goals, through collaboration with Executive Director and implement these goals.
- Monitor all operations budgets.
- Create a system to review and replace outdated equipment and present a plan to the Executive Director before the yearly budget cycle.
- Give weekly progress reports to the Executive Director
- Secure and manage contracts with vendors specific to the operations department.

Supervision

- Recruit, retain, recognize and evaluate qualified operations staff and address corrective action issues as needed.
- Ensure adequate staffing for the Operations Department to provide full coverage on all shifts and create a weekly schedule that reflects this coverage.

- Work closely with the supervisory personnel and employees, know the capabilities of each individual.
- Confirm all ADP's employees are onboarded through a comprehensive training program and it is documented.
- Oversee and manage ADP's operational controls, safety, and training processes.
- Ensure all ADP employees receive consistent and targeted training throughout the year.
- Solve disputes that arise between employees or departments and make sure the daily work is not impacted.
- Manage corrective action processes within the Operations Department.
- Manage and oversee ADP's Mentoring Program including documentation.

Safety

- Establish and promote a culture of safety for ADP operations including aligning communication, action, and decisions with ADPs priority to provide a clean and safe downtown Anchorage.
- Investigate all accidents, incidents, a high potential near misses, ensure adequate preventative measures are implemented to prevent similar reoccurrence, ensure all employees are briefed and retrained.
- Perform a minimum of six operational safety inspections per year, and document per the safety manual.

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
- Ability to read, interpret, and write manuals.
- Ability to effectively report information to supervisor and outside agencies for action.
- Ability to conduct training classes

Qualifications, certificates, licenses, registrations

- High school diploma or GED
- Bachelor's degree preferred
- Five (5) years of management experience - Preferred
- Valid and clean Alaska Driver's License
- Emergency Medical Response Training – Preferred
- CPR/ AED Training- Preferred
- Cultural Sensitivity Training – Preferred

Knowledge, Skills, and Abilities

- Proven track record ensuring and contributing to a safe work environment including the safe and proper operation of machinery and vehicles, and employee safety.
- Proven ability to work effectively in collaboration with diverse groups of people.
- Ability to read, analyze and interpret general business periodicals, technical procedures, or government regulations.
- Excellent interpersonal skills and ability to effectively interact with co-workers to give and receive work direction.
- A demonstrated commitment to high professional ethical standards and a diverse workplace.
- Ability to adapt and innovate for maximum efficiency in a fast pace and ever-dynamic community environment.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from supervisors, team leads, ambassadors, Executive Director, downtown property owners, downtown stakeholders, and the general public.
- Ability to analyze training and compliance-related data.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to identify unsafe work situations and work to correct them.
- Ability to deal with problems involving several concrete variables in standardized solutions.
- Open to direction and collaborative work style and commitment to job accomplishment.
- Ability to work independently and without direct supervision to accomplish training, operational goals, and objections.

Tools and Equipment Used

- Knowledge in the use of motorized vehicles and equipment, including a pickup truck, utility truck, ATVs, tractors, street sweepers, saws, pumps, compressors, sanders, generators, common hand and power tools, shovels, wrenches, paint sprayers, paint strippers.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Mobility:** While performing the duties of this job, the employee uses computers on a daily basis. They are regularly required to sit; use hands to finger, handle, or feel; and reach with hands and arms.
- **Hearing:** The employee frequently is required to talk or hear while answering phones, working with customers, clients, field supervisors, etc.
- **Visual Acuity:** Must be adequate to perform the above-listed tasks in a safe manner. Ability to see and complete work on a personal computer and read color-coded writing on equipment forms, etc.

- Lifting: The employee must frequently lift and/or move materials and equipment and other supplies weighing up to 50 pounds.
- Standing: The employee must be able to stand and walk for extended periods of time.
- Sitting: The employee must be able to sit for extended periods of time while performing ordinary office duties.

Work Environment

Characteristics described here are representative of those an employee may encounter while performing this job. Reasonable accommodations may be made to enable individuals with disabilities to perform this job. While performing the duties of this job, the Operation Director may work in outside weather conditions. Work requires considerable and strenuous physical exertion such as frequent climbing of multiple flights of stairs, walking, and/or standing for entire work shifts. The Operations Director occasionally works near machinery and is occasionally exposed to fumes or airborne particles. The noise level in the work environment is usually loud.

Key Relationships

The key relationships described are representative of those the Operations Director may encounter while performing the essential functions of this job. The Operations Director will work closely with the Executive Director to set goals for the department and confirm safety standards are met. The Operations Director through working with the Supervisors will communicate and confirm that those objectives are being met. The Operations Director will interact with Ambassadors through the hiring process, employee appreciation recognition, corrective action, and confirmation of completion of training requirements. The Operations Director will interact with downtown property owners and stakeholders in response to challenges that may arise.

Application Process

To apply for this position, submit a cover letter and a resume to Amanda Moser at AMoser@Anchoredowntown.org. The position is open until filled.

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