

JOB DESCRIPTION

Job Title: Administrative & Technical Assistant		Location: Anchorage	
Reports To: Director of Operations		Department: Operations	
On-Site or Remote: On-Site		FLSA Status: Non-Exempt	
Schedule: 8am and 5pm, Monday thru Friday			
Range:	\$52,000 - \$55,000 Annually	EEO Category/Census Code	5 / 6014

The Alaska Safety Alliance (ASA) is a member-based 501(c)(3) nonprofit dedicated to preparing an Alaskan workforce to meet the demands of Alaska's diverse industries. Our mission is to ensure the availability of a highly trained workforce, sufficient to staff Alaska's industries safely and competitively, now and in the future.

At ASA, we recognize the critical role workforce development plays in sustaining Alaska's industries. Our purpose is to facilitate workforce development activities that empower employers to cultivate and retain a robust, safe, and skilled workforce. This involves a multifaceted approach encompassing education, training, apprenticeships, and the establishment of industry-recognized standards.

We take pride in the services we provide, aimed at enhancing workplace safety and productivity. From developing education and training programs to collaborating on workforce initiatives, ASA is committed to bridging the gap between industry needs and available talent. Our efforts extend to managing the North Slope Training Cooperative (NSTC), ensuring standardized health, safety, and environmental training programs for employees across Alaska's industrial landscape.

A central component of our operations is our digital platform, ASAOnline which streamlines training administration and reporting for employers. By leveraging technology, we facilitate seamless tracking of worker training, ensuring consistency and verifiability while adapting to the evolving needs of industry leaders.

Join us in our mission to create a safer, more skilled workforce that drives the prosperity of Alaska's industries now and into the future.

JOB SUMMARY:

As the Administrative & Technical Assistant, you will provide critical administrative and technical support to external and internal stakeholders of ASA. This role is essential for maintaining efficient, timely, and high-quality operations and includes regular guidance from and collaboration with the Director of Operations to ensure your tasks align with broader organizational goals and initiatives. This position requires excellent communication skills, both verbal and written, and a commitment to providing outstanding service to our members and program participants.

ESSENTIAL AREAS OF RESPONSIBILITY:

- **Front-Line Support:** Welcome walk-in customers and members warmly and professionally. Provide immediate help for any questions or technical issues, whether in person, over the phone, or via email.
- **Communication Handling:** Quickly and accurately respond to phone calls and email inquiries. For complex issues, refer them to the appropriate team member(s), facilitate a smooth hand-off, and follow-up to ensure a satisfactory resolution.
- **Training Record Management:** Assist members and participants in accessing and utilizing ASAOnline.
- **Certificate and Badge Issuance:** Issue badges or certificates upon course completion, ensuring all records are accurate and verified in a timely manner.

- **System Navigation Assistance:** Assist users in navigating ASAOnline, offering technical support and guidance to improve their experience.
- **Documentation and Reporting:** Maintain accurate records of all interactions, issues, and resolutions.
- **Event Support:** Assist in preparing for internal and external events, both setup and take down. Provide support during ASAOnline demonstrations. Represent the organization at conference booths, handling setup, staffing, and breakdown of the exhibit as needed. Manage classroom reservations, schedule, equipment, and cleanliness.
- **Administrative Support:** Handle general office tasks including sending and receiving mail, ordering office supplies and maintaining inventory, and producing and editing basic documents in Word, Excel, PDF, and Canva. Willing to learn basic tasks in WordPress. Manage classroom reservations and classroom hardware.
- **Other Duties as Assigned**

What you'll bring to the job:

- A passion for Alaska and everyone who works and lives here!
- A supportive nature, curious mind, and a can-do attitude.
- Previous nonprofit or member organization experience is desirable.
- Strong desire to provide exceptional customer service support to both internal and external stakeholders
- Excellent oral and written communication skills, customer service skills, and organizational skills.
- Experience and proficiency with the use of Learning Management System(s) is highly desirable.
- Ability to create database reports and to utilize functions/formulas for automation in Excel is preferred.
- Experience with industry safety training requirements and annual reporting is a plus.

What you'll do well:

- Work effectively in a fast-paced team environment.
- Reliably ensure completion of assigned tasks in a timely manner, with minimal oversight from management.
- Adapt, anticipate, and address challenges while actively engaging with the team.
- Plan, organize, and prioritize tasks to achieve objectives while displaying strong time management skills.
- Communicate professionally and effectively with individuals at all levels, both internally and externally.
- Have a working knowledge of a variety of computer software applications in word processing, spreadsheets, database, and presentation software (Microsoft Office Products, LMS/LCMS).

What you'll get out of it:

- Work with a passionate team in a collaborative environment.
- Room for creativity and meaningful contributions.
- Appreciation and recognition for participation and collaboration.
- Opportunities for professional growth.

This position offers more than just a role—it is a pathway to personal and professional development. You'll have the opportunity to cross-train with other roles, expanding your skill set and deepening your understanding of our diverse programs, industries, and members. At ASA, we are committed to your growth. We encourage continual learning and career advancement, supported by regular reviews and opportunities for pay progression.

Qualified and passionate individuals seeking purposeful work are encouraged to submit a resume and cover letter, including salary requirements, to info@alaskasafetyalliance.org. EOE/AA/M/F/Vet./Disab.