LETA 911
Larimer Emergency Telephone Authority

4867 Venture Dr.
Johnstown, CO 80534
Desk: 970-541-1579
www.leta911.org

Position Title: Operations Administrator

Employment Status: Full-time 40 hours/week

FLSA Status: Exempt

Reports To: IT | Ops Manager

Work Location: LETA 4867 Venture Dr, Johnstown CO 80534
IN PERSON ONLY not a hybrid or work from home position

Hiring Salary: $95,000

POSITION SUMMARY

The Larimer Emergency Telephone Authority (LETA) Operations Administrator is responsible for supporting LETA funded programs and initiatives, including but not limited to, Emergency Notification Systems, 911 Call Routing, Public Education, 911 Technology Applications, and Public Safety Answering Point (PSAP) Support. This role ensures operational readiness of 911 systems and public safety technologies for LETA and partner agencies.

The employee will develop, implement, conduct, and administer training on programs funded and supported by LETA. The employee will ensure that such programs support LETA's strategic goals, objectives, and initiatives. The employee will ensure programs are always operationally ready. Employee will provide public education and public outreach for programs that are funded and supported by LETA.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following statements are illustrative of the duties and responsibilities of the job. The organization retains the right to modify or change the duties and responsibilities of the job at any time.

- Recommend and/or deliver appropriate training or development programs to both meet the needs of the requesting department and to support LETA's goals and objectives.
- Support organizational needs during emergency events. May require after-hours support.
- Support and attend public safety fairs, as well as community forums, and other community meetings as requested.
- Perform customer service duties for LETA; provide general information as well as respond to specific questions and routine inquiries appropriately for more complex matters and interpretation issues.
- On-call hours required on a rotating basis, roughly 1 week a month.

- Participate in special projects as assigned.
- Design, develop, and present training for employees in LETA's partner organizations.
- Participate in the development and implementation of goals, objectives, policies, and priorities as assigned.
- Gather and analyze data related to assigned projects, conduct research, and prepare reports and recommendations.
- Prepare and provide written articles and narrative for newsletters; prepare bulletins, brochures, publications, and marketing materials for programs.

QUALIFICATIONS

MINIMUM EDUCATION, EXPERIENCE, AND CERTIFICATIONS

- High School Diploma or GED required
- Bachelor's degree preferred
- Three (3) years of experience in 9-1-1 or in the performance of similar duties and responsibilities
- IAED Certification
- CPR Certification
- ETC-I Certification or certified within one year of hire
- ENP Certification or certified within one year of hire
- Able to maintain CJIS clearance
- Able to remain drug and alcohol free; marijuana use is not allowed, even if medically prescribed
- Possess and maintain a valid driver's license and acceptable driving record

KNOWLEDGE, SKILLS, AND ABILITIES

- Principles, practices and objectives of facilitation, mediation, and other group and individual interaction techniques.
- Group dynamics, adult learning theory, and related techniques.
- Training needs analysis procedures and techniques.
- Statistical concepts and methods for measuring effectiveness and return on investment for training and organizational development programs.
- Principles and practices of accurate record keeping.
- Effectively use various training and organizational development tools as appropriate.
- Maintain familiarity with current trends and best practices in assigned area.
- Communicate clearly and concisely, both orally and in writing.
- Collect, compile, and analyze information and data.
- Establish and maintain effective working relationships with representatives of other agencies and organizations, and members of the community.
- Perform duties independently without close supervision.
- Provide professional customer service to public.
- Maintain sensitive and confidential information.
- Follow written and verbal instructions.
- Organize material and present information clearly and concisely in verbal and written form.

WORK SCHEDULE

This is a full-time position. The schedule will generally occur during standard business hours but may require adjustments to support emergency events and operations. This is an in-person only position, no remote work.

COMPENSATION AND BENEFITS

LETA offers a competitive compensation package aligned with regional market benchmarks for Operations Administrator positions with similar responsibilities.

CONTACT INFORMATION

LETA HR
hr@leta911.org

REQUIRED DOCUMENTS

All required documents must be submitted in PDF format to LETA HR via email.

1) Cover Letter not to exceed 1 page
2) Resume not to exceed 2 pages
3) Completed and signed application found at leta911.org/careers