

**Job Description – Operations Specialist**  
Non-Exempt Employee

|                      |  |
|----------------------|--|
| <b>Salary:</b>       | <b>\$72,000 - \$102,500</b>  |
| <b>Hiring Range:</b> | <b>\$72,000 - \$76,000</b>   |
| <b>Supervision:</b>  | Receives general guidance and direct supervision from the LETA Operations Manager. This position is not responsible for supervision.   |
| <b>Benefits:</b>     | While employment is with LETA, payroll and benefits are managed through Thompson Valley EMS. The benefits package includes Kaiser medical insurance, dental, and vision. LETA provides a 401/457 retirement plan along with personal time off. Leave accruals are based on years of service. |
| <b>In Person:</b>    | This position requires onsite reporting for work. Telecommuting is not an option. LETA's office is located at 4872 Endeavor Dr Suite 200 in Johnstown, CO 80534.   |

**The position will be open until filled**

**Description:**

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

**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.*

- Design, coordinate, and revise LETA training programs. Track participation, maintain related statistics, and identify areas needing enhancement or change.
- 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.
- Design, develop, and present training for employees in LETA's partner organizations.

- Coordinate the Emergency Medical Dispatch program in Larimer County. Hosting and participating in monthly meetings, tracking participation, designing and delivering training based on trend data.
- 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.
- Participate in special projects as assigned.
- Support organizational needs during emergency events. May require after hours support.
- Conduct training for kids on the 911 simulators. 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; routine inquiries appropriately for more complex matters and interpretation issues.
- Establish, maintain, and adjust appointments, activity calendars, and work schedules for work groups.
- Prepare and provide written articles and narrative for newsletters; prepare bulletins, brochures, publications, and marketing materials for programs.
- On-call hours required on a rotating basis, roughly 1 week a month. Employees are compensated for time worked during on-call but are not provided compensation for being on-call.

### **Knowledge, Skills, and Abilities:**

- Internal consulting and coaching principles, practices, and objectives.
- Staff development and coaching principles, practices, and objectives.
- Organizational development principles, practices, and objectives.
- 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.

**Qualifications:**

- Three years of experience in 9-1-1 or in the performance of similar duties and responsibilities.
- IAED Certified
- CPR Certified
- ENP Certified or Certified within one year of hire
- Able to maintain CJIS clearance