

**Job Description – Operations Administrator
Exempt Employee**

Salary:	\$74,560-\$111,840
Hiring Range:	\$74,560 - \$83,880
Supervision:	Receives general guidance and direct supervision from LETA’s Chief of Staff. This position is not responsible for supervision.
Benefits:	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.
In Person:	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 provide call review on medical calls in Larimer County according to IAED standards. The 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.
- Coordinate the Emergency Medical Dispatch program in Larimer County. Hosting

and participating in monthly meetings, tracking participation, designing, and delivering CDEs based on trend data.

- Develop an in-house Quality Assurance program to include call review, feedback, and documenting processes.
- Conduct call review per IAED standards, for all Larimer County PSAPs.
- Measure and report compliance of emergency medical dispatchers in Larimer County.
- Communicate with agency Quality Assurance staff to share and acquire information related to medical training needs and effectiveness.
- 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; routine inquiries appropriately for more complex matters and interpretation issues.
- Establish, maintain, and adjust appointments, activity calendars, and work schedules for work groups.
- On-call hours required on a rotating basis, roughly 1 week a month
- Participate in special projects as assigned.

Knowledge, Skills, and Abilities:

- Principles and practices of the approved medical protocols.
- Understands and can demonstrate the principles and practices of quality assurance and quality improvement.
- 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:

- Five years of experience in 9-1-1 or in the performance of similar duties and responsibilities.
- IAED EMD Certification
- IAED EMD-Q Certification
- CPR Certification
- ETC-I Certification or certified within 6 months of hire
- ENP Certification or certified within one year of hire
- Able to maintain CJIS clearance

CONTACT INFORMATION

Valarie Turner, Operations Manager

vturner@leta911.org

970-962-2171

REQUIRED DOCUMENTS

All required documents must be submitted in PDF format to Valarie Turner via email.

- 1) Cover Letter not to exceed 1 page
- 2) Resume not to exceed 2 pages
- 3) Reference list not to exceed 1 page
- 4) Completed and signed application