

## LCA – Lead Program Administrator

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### Lead Program Administrator

At **Lehigh County Authority (LCA)**, we're committed to delivering safe, reliable drinking water and wastewater services and protecting public health. Our Lead Service Line Replacement Program is a critical initiative ensuring regulatory compliance and safeguarding our community. As this program expands, we're seeking a **Lead Program Administrator** to join our team and help drive operational excellence.

If you are detail-driven, tech-savvy, love variety, problem-solving, and making a real impact – apply today!

#### **What You'll Do**

Every day will bring something new. You'll be a key piece of a team that keeps this high-priority program moving—connecting internal teams, organizing schedules, and ensuring customers feel informed and supported. Day-to-day you'll:

- Serve as the primary point of contact for escalated customer inquiries related to the lead program.
- Coordinate scheduling with field staff and contractors; maintain calendars and track progress.
- Manage program data using GIS tools (ArcGIS Online, Survey123) and asset management systems
- Maintain accurate inventory and digital records; develop reports and spreadsheets for program tracking.
- Review contractor invoices for accuracy and completeness.
- Support customer water quality sampling and deliver educational materials.
- Collaborate across departments—Field Services, Customer Care, Communications, Capital Works, and Lab teams.

#### **What We're Looking For**

You'll thrive here if you love solving problems, staying organized while multi-tasking, and building relationships across all levels of the organization. If you're adaptable and genuinely care about making a difference in your community, you'll feel right at home. Ideally, you'll bring:

- 3+ years of advanced program administration and implementation experience—you know how to juggle multiple priorities.
- Strong Microsoft Office skills (Word, Excel, Outlook, Teams).
- Experience with business system databases (Munis or similar) and asset management tools (Cityworks).
- Familiarity with GIS platforms and mapping applications.
- Excellent communication skills—you can talk to anyone, from field crews to executives.
- Organized, proactive, and calm under pressure.
- **In this role we also value:**
  - o Bilingual (English/Spanish)
  - o Associate or Bachelor's degree in environmental science, water quality, public health or related fields.

#### **About Us and What We Offer You**

Since 1966, we've been dedicated to providing high-quality, affordable water and sewer services to our community. At LCA, we believe in teamwork and collaboration. We work closely with our customers and neighboring municipal systems to create partnerships that benefit everyone. Our regional approach allows us to respond quickly and enhance services whenever and wherever they're needed.

LCA isn't just a service provider; it's a vibrant and dynamic place to work. We offer an exciting and busy environment where our employees are the heart of our operations. By joining our team, you'll play a key role in ensuring that our public services are valuable, affordable, and high-quality. If you're passionate about making a difference and want to be

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part of a team that values innovation, collaboration, and service, LCA is the place for you. Join us and help shape the future of our community!

### **Benefits and Perks**

At LCA, we value our employees and offer a comprehensive benefits package that ensures you and your family are well taken care of. Here's what you can look forward to when you join our team:

- **Competitive Pay:** The range for this role is \$28.85 - \$31.25/hour
- **Health, Dental, and Vision Insurance:** Robust plans all at affordable employee contribution rates
- **Generous Paid Time Off:** We offer vacation days, excused absences, personal days, and holidays to recharge and spend quality time doing the things you enjoy
- **Comprehensive Insurance:** LCA provides company-paid life insurance, long-term disability, and short-term disability coverage to support you in unexpected situations
- **Retirement Plans:** Secure your future with eligibility for two retirement plans – the Pennsylvania Municipal Defined Benefit Retirement Plan (pension plan) and a 457 plan through Empower
- **Schedule:** Monday – Friday, day schedule – no nights or weekends!

### **I'm interested; how do I get started?**

Apply to: <https://app.jobvite.com/j?cj=o5e4yfwF&s=PMAA>

We're excited that you're considering joining the LCA team! To make the hiring process smooth and efficient, we've partnered with myHR Partner. Rest assured, they're not a staffing service or recruiter – they're here to help us find the best fit for our organization. Your resume will be reviewed specifically for opportunities with LCA.

At LCA, we pride ourselves on being an Equal Opportunity Employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We do not discriminate based on race, religion, color, sex, gender identity, sexual orientation, age, disability, national origin, veteran status, or any other protected status. Employment decisions at LCA are based on your qualifications, merit, and the needs of our business.

Thank you for considering LCA as your next career move. We look forward to learning more about you!