

# Chajito “Chy” Montoya

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## SUMMARY

For over 25 years, I've served with pride as a *dedicated public servant*, bringing extensive experience as a Chief of Staff in the government relations sector for more than fifteen years. Proficient in Campaign & Event Management, Local Government operations, Media Relations, Nonprofit Organizations, and overall Office Administration.

I'm a *committed community advocate* with a Bachelor of Science Degree in Criminal Justice & Criminology from Metropolitan State University of Denver, complemented by a Master's degree in Public Administration with a Local Government Concentration from the University of Colorado at Denver, and an Executive Certificate via Georgetown University's Juvenile Diversion Certificate Program.

I'm honored to continue serving our communities as the Manager of Program Outreach and Legislative Liaison for the Denver Fire Department.

## OVERVIEW OF QUALIFICATIONS

- Over fifteen years of experience working with elected officials and community leaders.
- Ten plus years of experience working in the non-profit sector, with an emphasis in event planning, fundraising and program/project coordination.
- Strong work ethic and commitment to excellence.
- Background in office administration, with the ability to perform well under pressure.
- Ability to work with people from diverse socio-economic and cultural backgrounds.
- Exceptional people/rapport skills with all levels of administration.
- Excellent organization, prioritization, and project management abilities.
- Bilingual in conversational Spanish.

## LEADERSHIP PROGRAMS & TRAININGS

- Access Denver, Denver Metro Chamber Leadership Foundation, Alumni, June 2023
- Leadership Exchange (LEX), Denver Metro Chamber Leadership Foundation, Alumni, Sept. 2023

## EDUCATION

University of Colorado at Denver, Denver, CO

Master's in Public Administration w/ a Local Gov't Concentration, Graduated Spring 2015

Georgetown University, Washington, DC (The Center for Juvenile Justice Reform)

Juvenile Diversion Certificate Program (Executive Certificate), Completed Fall 2014

Metropolitan State University of Denver, Denver, CO

Bachelor of Science, Major: Criminal Justice & Criminology, Graduated Fall 2007

## PROFESSIONAL EXPERIENCE

**City and County of Denver, Denver Fire Department - Denver, CO**

**12/2022 - Current**

**Manager of Program Outreach & Legislative Liaison**

- As the Manager of Program Outreach, I help provide direction for the Denver Fire Department's (DFD) Outreach Program. Some of my primary duties include development and coordination of community events, public information collaboration, liaison for legislative matters, inter-agency coordination of special projects, and the development, recommendation, resolution and negotiation of non-routine, highly sensitive, and confidential Department issues. My position also contributes to the strategic plan by improving customer service to diverse populations served by the DFD. I also work on ensuring that outreach efforts are consistent and cohesive.

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- I assist with many things, including the development of comprehensive program policies, procedures, guidelines, and standards to ensure proper application and use by coordinating and revising administrative processes; and the evaluation of DFD's Outreach Program to determine if the program is achieving its goals and objectives and meeting the needs of participants and the community. To do this, I work with the management team on modifications of existing program services and, if needed, create new DFD Outreach Program services to maintain or enhance our programs standing.
- I also work with our Public Information Officer for Outreach to advance the primary mission and goals of our programs while interacting with internal and external interest groups to explain program position, mediate differences, and seek modifications. This includes communicating effectively with internal and external constituents in the areas of fire education and fire prevention.
- In addition, I also support the development and preparation of press releases, fundraising plans, promotional and public information materials, special and technical reports, and comprehensive annual reports that describe overall program accomplishments and justify continued support. This includes media relations and social media platforms.
- Other duties include developing and recommending/providing solutions for complex problems and highly sensitive issues that cross functional and administrative boundaries or where there may be significant coordination requirements that impact the future of the program.
- As the Legislative Liaison, I remain vigilant regarding administrative and legislative changes relevant to our program areas. This entails crafting position statements in response to proposed legislation and regularly attending City Council and committee meetings to stay informed and advocate for our program's interests.
- Most importantly, I work to maintain and improve relationships with city officials, all city agencies, community groups, and state and federal departments to improve decision-making capability and better implement services in controversial areas. It is extremely important in these roles to cultivate, foster and maintain positive working relationships with representatives from all agencies, departments, community and business groups, legislative officials, and other stakeholders to gain their cooperation and support to further organizational interests and objectives.

**City and County of Denver, City Council - Denver, Colorado**  
**Chief of Staff, Office of Councilman Chris Hinds, District 10**

**10/2021 - 12/2022**

- *Constituent Services and Community Engagement*  
I assisted with constituent cases, especially escalated situations; was the liaison between Councilman Hinds and constituents, which included answering calls and emails on his behalf. I also managed constituent inquiries by working closely with City agencies and researching solutions. When needed, I attend various Registered Neighborhood Organization (RNO) meetings and events to provide updates from the council office to the community. I also helped organize community meetings/events and tracked key interdepartmental projects that impacted District 10.
- *Communications*  
I produced talking points for events and City Council projects, supervised communication plans and worked with my team to implement strategies. I was also the editor of our monthly newsletter and other pieces of correspondence that the District 10 office sent out, which included letters of support, thank you letters, etc. I also assisted with the management of our social media platforms that included

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Facebook, Instagram, Twitter, and LinkedIn including daily postings, informational updates and engaging with our community members.

- *Administrative Activities*

I assisted with scheduling for Councilman Hinds; completed documents, forms, annual financial disclosures for elected officials and other paperwork as needed. I served as the liaison with other City agencies, attending briefings on city projects and maintained district office tracking documents and templates. I also managed our office budget and expenditures, including procurement and purchase/travel card reconciliations. I also provided justifications for budget requests and managed the overall operations of the office to ensure everything was working smoothly.

**Milender White - Arvada, Colorado**  
**Business Development Manager**

**7/2019 - 7/2020**

- *Public Sector Procurement & Compliance*

Continuous monitoring of procurement sites reviewed information on potential public sector opportunities. Reviewed information with Executives weekly to determine next steps. Confirmed opportunities to pursue, reviewed deadlines, attending pre-submittal meetings, prepared, and submitted proposals. Organized targeted events/bus tours/meetings for potential clients.

Served as Workforce Development Coordinator on all public jobs, if mandated by the municipality. Set up/organized outreach events/open houses to develop relationships with potential Minority/Women-owned Business Enterprises (MWBE) subcontractors.

- *Strategic Planning*

Assisted VP of Strategy and Business Development with the Business Development Strategic Plan. Was a member of the Education and Workforce Committee for the Denver Metro Chamber of Commerce. Monitored website to ensure alignment with the strategic plan as well as social media with regards to Business Development efforts. Updated the events calendar to ensure Executives were aware of upcoming events and various deadlines.

**City and County of Denver, City Council - Denver, Colorado**  
**Chief of Staff, Office of Councilman Albus Brooks, District 8 & District 9**

**7/2011 - 7/2019**

- *Council Member Services*

Provided an array of services and assistance to Councilman Brooks for the successful operation of our Council office. This included managing scheduling requests related to our office priorities and district needs, conducting research to collect relevant information.

- *District Operations*

Coordinated specific functions within the district including scheduling and/or attending events and worked with the community and other agencies to achieve Councilman Brooks' goals. I gathered, tracked, and responded to constituent concerns and inquiries, managed the office budget and expenditures, which included procurement and travel card reconciliations. I worked with the City Controller's office on all transactions. I also provided justification details for budget requests and managed the operations of the office to ensure everything ran smoothly.

- *Information Management*

Collected, tracked, and responded to constituent concerns and inquiries, which included assessing the needs of the constituent, following up and referring the inquiry to the appropriate resource or city agency/staff. I also

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managed Councilman Brooks’ Facebook page, developed and distributed communication material for our office that included newsletters, press releases, articles and other notices as well as handled the coordination of press calls and interviews.

## **City and County of Denver, City Council - Denver, Colorado** **3/2010 - 7/2011**

### **City Council Aide II to Councilman-at-Large Doug Linkhart**

- Aided community members/constituents on various issues and services. Assess needs, follow-up and refer to appropriate resource or city agency/staff, if needed.
- Assisted Councilmember by conducting research to collect relevant information and provide a brief to prepare them for meetings.
- Responsible for writing articles and formatting the lay-out to Councilman Linkhart’s monthly electronic newsletter (E-Link) and quarterly newsletter (People Link).
- Coordinated on-site/off-site meetings, activities, and travel logistics for Councilman Doug Linkhart.
- Served as a liaison to various community organizations.
- Maintained program files and materials for documentation and reporting.
- Overall office management coordination.

## **Latin American Research and Service Agency (LARASA)\* - Denver, Colorado** **2000 - 2010**

### **Family Health Advocate**

**2008 - 2010**

- Provided Single Purpose Application (SPA) assistance for Food Assistance, Cash Assistance and Medical Assistance programs to community members.
- Coordinated on-site and off-site meetings and activities for the Family Health program.
- Maintained program files and materials for documentation and reporting.
- Responsible for submitting quarterly and final reports to funders for various contracts, grants, and projects.
- Developed and maintained relationships with all clients (especially the Spanish speaking population of the Metro Denver area), service providers, community leaders and partner organizations.

### **Events Director**

**2004 - 2008**

- Directed and implemented fundraising events through oversight of committees and volunteers.
- Produced a wide array of special events, from the planning phase to completion. Assisted with marketing efforts and oversaw sponsorship recruitment, staffing/vendor/ and volunteer management.
- Proven success planning and directing executive-level administrative affairs, including coordination of calendars/schedules, scheduling meetings, coordinating calls, composing, proof-reading, and editing correspondence, prioritizing mail, and maintaining communication with a broad range of professionals, organizations, and agencies.

### **Meetings and Events Coordinator**

**2003 - 2004**

- Responsible for coordinating, planning, and implementing meetings and events.
- Established and maintained relationships with non-profit organizations, foundations, and government agencies.
- Recruited, trained and supervised volunteers to assist at special events.

### **Executive Assistant**

**2000 - 2003**

- Provided support to Executive Director, Board of Directors, Board sub-committees, Board of Advisors, and agency staff. Preparation of: communication, contracts, correspondence, expense reports and Board minutes.
- Coordinated meetings and travel logistics for the Executive Director.
- Maintained sensitive files and monitored grant and contract paperwork for completion and accuracy.
- Served as the liaison to the Board of Directors and Board of Advisors.

\*Promoted from Executive Assistant to Meetings and Events Coordinator before becoming Events Director.

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## **ADDITIONAL LEADERSHIP PROGRAMS & TRAININGS**

- MANA (A Nat’l Latina Organization), Avanzamos Ford Fellowship Program in Orlando, Florida, Alumni, July 2009
- MANA (A Nat’l Latina Organization), Financial Literacy Consultant Program in Washington DC, Alumni, May 2009
- Circle of Latina Leadership Program (100 hours), Alumni, December 2007
- Coors Líderes (Leadership) Program, Alumni, Aug. 2007
- Extensive Cultural Competency Training, curriculum provided by former State Senator Polly Baca, 2003-2005

## **AFFILIATIONS**

- Denver Latino Commission, Appointed by former Mayor Michael B. Hancock in March 2015, Commissioner & Co-Chair for the last two years, 2015 - 2021
- University of Colorado at Denver, Latino Advisory Committee, MPA Program, Member, 2015 - 2020
- César Chávez Peace and Justice Committee of Denver, Member, 2012 - 2020
- Servicios de la Raza Board of Directors, Board Member & Secretary, 2011 - 2017
- Circle of Latina Leadership Program, Alumni, 2007 - Present