Human Resources
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Chief Operating Officer (Commission Service Manager)

JOB CODE	JOB FAMILY	PROFILE
JCM610	**Executive Management**	**Chief Operating Officer (Commission Service Manager)**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
ZDNU - Salary (DO NOT USE)	**$101,192.00 - $159,786.00**	**July 23, 2026**

The Chief Operating Officer (COO) is a key member of the County Manager's Executive Staff with broad authority over strategic and operational initiatives. This role provides high-level oversight of projects, communications, and administrative functions supporting the County Manager, and frequently acts as a liaison with Deputy County Managers, Directors, and elected officials. The COO may represent the County Manager in meetings with Commissioners and other stakeholders. The role requires a high degree of discretion and the ability to manage sensitive and confidential information with integrity and professionalism.

Job Description

DUTIES AND RESPONSIBILITIES

- Directs operations of the County Manager's Office and Commission Services, managing the flow of communication and ensuring consistent, responsive messaging to executive leadership and stakeholders.
- Identifies and implements service delivery improvements; evaluates resource needs, recommends changes, and oversees execution in coordination with management.
- Oversees legislative agenda processes including training, deadline enforcement, and procedural improvements. Supervises agenda staff, assigns projects, monitors workflow, and resolves operational issues.
- Participates in budget planning and administration for assigned areas; forecasts staffing and resource needs; monitors and adjusts expenditures as necessary.

- Oversees performance measures and budget compliance for the County Manager's Office and Commissioner Services.
- Manages special projects and strategic assignments at the direction of the County Manager.
- Collaborates with Deputy County Managers to coordinate cross-divisional activities and initiatives.
- Serves as a liaison to ensure follow-up on directives and actions from County Manager meetings with Deputy County Managers.
- Develops new County policies and Administrative Instructions aligned with strategic goals and regulatory requirements.
- Represents the County Manager through presentations and public speaking engagements on critical issues.
- Coordinates complex projects that span multiple departments and divisions.
- Prepares data analysis and executive-level reports to support informed decision-making.
- Cultivates effective working relationships across all levels of the organization and with external partners.
- Promotes a culture of accountability and performance through staff leadership and development.
- Prioritizes and manages multiple high-level initiatives concurrently.
- Communicates effectively and confidently with senior officials, stakeholders, and the public.
- Serves on internal and external committees, task forces, evaluation panels, and negotiating teams.
- Maintains strict confidentiality regarding sensitive records, discussions, and decisions.
- Performs job-related duties to advance the mission and goals of Bernalillo County.
- ***The above information is intended to outline the general nature and scope of the duties required for this position. It is not an exhaustive list and may vary depending on specific job assignments and responsibilities.***

MINIMUM QUALIFICATIONS

- Bachelor's degree in Public Administration, Business Administration, or a related field.
- Ten (10) years of work experience in general management or project management.
- Four (4) years of experience in a managerial position.

Any equivalent combination of related education and/or experience may be considered for the above requirements.

SUPPLEMENTAL INFORMATION

SCREENING AND COMPLIANCE

The offer of this Bernalillo County position requires compliance with the following:

- Successful completion of a post-offer employment medical examination and background investigation.
- Adherence to all County safety guidelines.
- Complete all FEMA training(s) assigned to this position.
- Possession of a valid New Mexico driver’s license by the date of hire and maintenance of a valid license while employed in this position.
- Complete required supervisor training, if applicable.

WORKING CONDITIONS

- Work is primarily performed indoors in a temperature-controlled environment.
- Surfaces are typically dry and level, including carpet, tile, or concrete.
- Employee may work independently or as part of a team and may occasionally engage with large groups.
- Extended work hours may be required, including evenings or weekends.

EQUIPMENT, TOOLS, AND MATERIALS

- Equipment typically used in the performance of office duties includes telephone, computer, printer, and copy machine.
- Occasional operation of a county vehicle may be required.