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Administrative Support Assistant Lead

JOB CODE	JOB FAMILY	PROFILE
JCV526	**Business Services & Support**	**Administrative Support Assistant Lead**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Salary	**$47,445.00 - $74,901.00**	**October 5, 2026**

The Administrative Support Assistant Lead plans, oversees, and performs administrative, technical, and program support tasks. Coordinates services such as HR, accounting, budgeting, purchasing, and office management. Assists the public, agencies, and County staff with department programs and services, uses independent judgment to streamline processes, recommends workflow improvements and cost controls, and supervises employees, including hiring, training, evaluation, coaching, and discipline.

Job Description

DUTIES AND RESPONSIBILITIES

FUNCTIONAL AREA

ADMINISTRATIVE

- Plans, coordinates, and participates in providing administrative, technical, and programmatic support for assigned department or division in the daily management of areas such as human resources, accounting, budget, purchasing, or office management.
- Participates in the development and implementation of department/division goals and objectives.
- Develops and standardizes procedures, work standards, and internal controls to improve and continuously monitor the efficiency and effectiveness of administrative operations, programs, and service delivery methods and procedures; assesses and monitors workload and administrative and support systems; identifies opportunities for improvement and develops related recommendations; develops and maintains administrative

operating procedures/manuals.

- Plans, coordinates, organizes, and carries out administrative and technical studies, assignments, and projects; researches, analyzes, and compiles information and data from internal and external sources on topics related to assigned areas of responsibility; identifies trends and discrepancies; presents findings and recommendations in an appropriate format for review by supervisory or management staff.
- Assists management in performing and conducting department/division-wide studies and special projects; collects and analyzes data; prepares comprehensive technical records and reports.
- Serves as a liaison and represents the department/division and County to the public, and various regulatory agencies, community groups, and other agencies.
- Coordinates the receipt, processing, and response to public records act requests, complaints, and other requests for information; researches, analyzes, and organizes information; ensures compliance with legal and regulatory requirements.
- Researches, interprets, and ensures compliance with laws, codes, rules, and regulations, and County program guidelines, policies, and procedures related to assigned areas of responsibility.
- Directs the design, organization, and maintenance of accurate and detailed databases, files, and records, verifies accuracy of information, research discrepancies, and records information; ensures compliance with established records retention schedules.
- Attends and participates in a variety of task forces, committees, and meetings, both internal and external, relating to assigned areas of responsibility; maintains awareness of and participation in external professional environment and resources to ensure the highest level of professional standards are applied to service delivery within the County and the assigned department/division.
- May exercise supervision of assigned staff.
- Incumbent(s) in this classification may handle sensitive and/or confidential records, plans, documents or decisions that require maintaining confidentiality of sensitive information.
- ***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.***

COMMUNICATION SERVICES

- Works in conjunction with the director to effectively maintain and develop methods adhering to all of the department's policies and procedures; develops and research information relating to the department's activities.
- Recommends changes to improve workflow, simplify procedures, implements cost controls and establish efficient department operations.
- Maintains an electronic calendar of activities, meetings and various events for the section; may schedule meetings and coordinate activities with other County departments as necessary.
- Assists the Department Director in an administrative capacity on a daily basis including filing, correspondence, scheduling meetings, media inquiries and time keeping.
- Prepares routine media notices, advisories, and legal advertisements for county meetings.

- Prepares reports; maintains accurate files and related documents for the department.
- Provides administrative support on budgetary, payroll and/or accounts payable matters.
- Represents the department on public awareness campaigns and committees and assist with exhibits and outreach efforts.
- Creates and maintains mailing lists.
- Serves as a liaison between Communication Services Department, Finance and Purchasing in developing bid specifications, procurement issues, assuring vendor payments and completion of contractual services.
- Contacts various county departments routinely, for departmental updates, information on special events or activities.
- Incumbent(s) in this classification may handle sensitive and/or confidential records, plans, documents, or decisions that require maintaining confidentiality of sensitive information.
- ***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

- Associate's degree in related field
- Three (3) years of work experience in public administration and/or business administration, or as it relates to the purpose of the 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.
- Some positions in this classification must become certified in the use of NCIC within three (3) months.

WORKING CONDITIONS

- Essential duties are performed primarily indoors (90%) and occasionally outdoors (10%). Indoor duties are performed in a temperature-controlled environment.
- Indoor duties are performed on an even surface, which may be carpeted or tile. Working surface is typically dry.
- Outdoor duties may be performed on both even and uneven surfaces, which may be either wet or dry. Surfaces may be inclined or flat, and range from gravel, asphalt, or concrete.
- Worker is exposed to natural weather conditions while performing outdoor duties.
- Most duties are performed alone. Worker may perform certain duties as a part of a select team of individuals.

EQUIPMENT, TOOLS, AND MATERIALS

- Equipment typically used in the performance of duties include telephone, computer, photocopy machine and calculator.
- Materials and products handled in the course of performing essential duties include files, forms, reports, various other paperwork, and a wide variety of basic office supplies.
- County vehicles are used on an occasional basis.