Human Resources
505.468.1500
415 Silver, 5th Floor
Albuquerque, New Mexico 87102
HR@bernco.gov
www.bernco.gov

Director I

JOB CODE	JOB FAMILY	PROFILE
JCM702	**Executive Management**	**Director I**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Salary	**$125,549.00 - $188,324.00**	**November 6, 2026**

The Director I is a senior-level manager responsible for the strategic direction and operational oversight of an assigned department or functional area. Focuses on translating organizational goals into actionable departmental strategies, managing high-level budgets, and fostering a culture of accountability and professional growth. Serves as a critical bridge between executive leadership and mid-level management, ensuring that resources are optimized and departmental objectives are met with efficiency and excellence.

FUNCTIONAL AREA

BEHAVIORAL HEALTH SERVICES DIRECTOR

Provides strategic leadership and direction for departmental operations, programs, and staff. Ensures high-quality client care, effective service delivery, financial stability, and compliance with all applicable laws, regulations, and accreditation standards.

COMMUNICATION SERVICES DIRECTOR

The Communication Services Director provides strategic leadership and oversight for Bernalillo County's comprehensive communications, public relations, and community engagement initiatives. This role is responsible for protecting and enhancing the County's brand through proactive media relations, crisis communication, and the management of digital and traditional marketing channels. The Director serves as a key advisor to executive leadership, ensuring all messaging aligns with the County's mission to serve a diverse public with transparency and integrity.

DIRECTOR OF ADMINISTRATIVE SERVICE

Manages an administrative unit and assigned programs or projects, either directly or through subordinate supervision. Plans, manages, and coordinates resources and participates in office administration and business

support operations. Delivers agreed service levels, quality standards, and productivity requirements. Assigns and adjusts workloads. Provides leadership and guidance to staff. Sets deadlines and performance goals. Monitors productivity and provides coaching and constructive feedback. Identifies training needs and develops staff. Recruits and selects new employees. Resolves employee issues and undertakes disciplinary actions as needed. Participates in and implements department fiscal policies. Provides input into and manages within the annual operating budget. Prepares financial reports, tracks expenditures, and coordinates with other departments, external agencies, and vendors. Supervises staff, including hiring, training oversight, performance assessment, coaching, discipline, and termination.

DIRECTOR OF CONSTITUENT AND SUPPORT SERVICES

Directs, oversees, plans, and supervises department activities in the following sections: Call Center/Customer Service, Countywide Accounts Receivable Collection Efforts, Inventory Warehouse Management, Printing Services, Graphic Design, and Sign Fabrication. Develops policies, procedures, and objectives for the department.

DIRECTOR OF HOUSING

Administers the planning, budgeting, programming, coordination, and evaluation of department operations for Housing. Oversees subsidized rental housing for low-income individuals (Section 8), the elderly (new construction), and individuals with disabilities (low rent), and maintains existing Public Housing Units. Supervises staff, including hiring, training oversight, performance assessment, coaching, discipline, and termination.

DIRECTOR OF PLANNING & DEVELOPMENT SERVICES

Directs and oversees the operations of the Planning & Development Services Department in adherence to applicable laws, regulations, and policies to ensure appropriate land use, safe buildings, and orderly development within the unincorporated areas of Bernalillo County. Reports to the Deputy County Manager.

DIRECTOR OF YOUTH SERVICES CENTER

Administers and manages the activities and operational functions of the Bernalillo County Youth Services Center under the general direction of the Deputy County Manager of Public Safety.

EMERGENCY MANAGEMENT DIRECTOR

Provides administrative direction for the day-to-day operations of the County’s Emergency Management operations, projects, services, and facilities. Operates within the Emergency Operations Center (EOC) to direct critical resources and make decisions in support of Bernalillo County residents. Supervises staff, including hiring, training oversight, performance assessment, coaching, discipline, and termination.

Job Description

DUTIES AND RESPONSIBILITIES

- Develops and implements long-term goals and objectives for the department to support the organization’s overall mission.

- Directs daily operations, establishes internal policies, and streamlines workflows to improve productivity and service delivery.
- Develops, monitors, and justifies the departmental budget; ensures all expenditures align with approved financial plans and procurement regulations.
- Oversees recruitment, training, performance evaluations, and professional development; handles complex employee relations issues with a focus on retention and morale.
- Establishes Key Performance Indicators (KPIs) and utilizes data-driven insights to evaluate departmental success and identify areas for improvement.
- Represents the department in meetings with executive boards, external partners, and community stakeholders to advocate for departmental needs and initiatives.
- ***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.***

FUNCTIONAL AREA

BEHAVIORAL HEALTH SERVICES DIRECTOR

- Build relationships with stakeholders and oversee budgeting, personnel decisions, and employee development.
- Provide direction and leadership to managers and staff. Develop and implement strategic plans for clinical and recovery programming while ensuring legal, ethical, regulatory, and accreditation compliance.
- Foster a culture focused on performance improvement, accountability, quality, and service excellence.
- Follow all Bernalillo County policies and procedures with integrity and professionalism.
- Assess leadership team performance, provide coaching, and implement corrective action when necessary.
- Ensure staff participation in in-service and continuing education programs related to treatment for adults, seniors, adolescents, and families.
- Ensure the facility delivers high-quality, client-centered care by meeting clinical benchmarks and supporting staff and patients.
- Promote diversity, equity, inclusiveness, transparency, and collaboration throughout the campus and the UNMH partnership.
- Lead development of a continuum of care that includes outpatient and community-based programs.
- For Director of Integrated Services, cultivate partnerships with stakeholders to advance integrated service development and public policy.
- For Director of Operational Supports, engage in business development and marketing to promote the organization and ensure accessibility.
- For Director of Operational Supports, manage 24/7/365 daily operations and ensure efficient, effective delivery of behavioral health services.

- For Director of Operational Supports, maintain service accessibility and ensure the facility reaches and sustains an 85% occupancy rate.
- For Director of Integrated Services, remain current on national and state behavioral health initiatives through active participation in professional associations.
- For Director of Care Campus, lead strategic planning and daily operations for a state-of-the-art behavioral health facility, balancing advanced technology with exceptional client care.
- For Director of Care Campus, oversee financial management, business development, and payer contract negotiations to sustain growth and ensure accountability.
- For Director of Care Campus, direct the integration of modern healthcare technologies, such as electronic health records, telemedicine, and data analytics, to improve service delivery.
- For Director of Care Campus, ensure delivery of evidence-based clinical practices that meet or exceed quality standards, patient safety measures, and outcome goals.
- Handle sensitive and confidential records, documents, and decisions responsibly.
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COMMUNICATION SERVICES DIRECTOR

- Develops and executes an annual county-wide communications plan that promotes departmental programs and enhances public awareness.
- Acts as the primary spokesperson for the County; manages press conferences, drafts news releases, and cultivates relationships with local and national media outlets.
- Leads the Joint Information Center (JIC) during emergencies, providing rapid, accurate, and life-saving information to the public.
- Oversees the management of the County's website, social media platforms, and video production to ensure consistent and engaging content.
- Manages the Communications budget, personnel, and third-party vendors, fostering a high-performing team of public information professionals.
- Standardizes internal messaging to ensure employees are informed, engaged, and aligned with organizational goals.
- ***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.***

DIRECTOR OF ADMINISTRATIVE SERVICE

- Manage operations including finance, HR, contract compliance, medical and psychiatric services, food services, IT, quality assurance, and public records.
- Supervise designated managers. Ensure compliance with MDC policies and accreditation.

- Assist in setting departmental goals and policies. Recommend and administer procedures.
- Establish service and staffing levels. Evaluate service delivery and allocate resources.
- Coordinate MDC work plans. Assign projects and resolve issues through subordinate staff.
- Manage staff performance, training, and discipline.
- Monitor workload and reporting relationships.
- Attend professional meetings. Stay informed on corrections and public administration trends.
- Lead annual budget development. Approve staffing and resource expenditures.
- Represent MDC in stakeholder and departmental meetings.
- Oversee vendor contract management.
- Address difficult or sensitive citizen complaints.
- Serve as Acting Detention Chief when assigned. Lead the development and execution of the EOP.
- Handle sensitive and confidential information with discretion.
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DIRECTOR OF CONSTITUENT AND SUPPORT SERVICES

- Establish and implement short- and long-range goals, objectives, policies, and operating procedures. Monitor and evaluate operational effectiveness.
- Stay informed of economic trends and best practices. Make decisions to meet changing conditions. Communicate industry changes to upper management.
- Develop and implement policies and procedures to ensure compliance with County policies and state and federal laws.
- Develop and manage the annual budget. Perform periodic cost and productivity analyses.
- Direct the preparation and reconciliation of monthly departmental activity reports.
- Supervise, direct, evaluate, and oversee the training of assigned personnel.
- Assist in developing and implementing policies and procedures related to countywide accounts receivable collection.
- Recommend and participate in developing County personnel procedures. Serve on planning and policy-making committees as needed.
- Supervise and direct assignments, performance evaluations, training, hiring, and disciplinary actions.

- Serve as point of contact and liaison for constituent inquiries, concerns, and requests regarding County services.
- Provide resolution to customer inquiries. Attend and participate in professional group meetings.
- Ensure development, communication, training, and implementation of the Department's Emergency Operations Plan (EOP). Direct all staff participation and delegate roles appropriately. Execute emergency procedures to protect residents and employees.
- Lead the countywide LEAN Program to promote continuous improvement and eliminate waste and inefficiencies.
- Handle sensitive and confidential records, plans, documents, and decisions with discretion.
- ***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.***

DIRECTOR OF HOUSING

- Prepare the department budget and process expenditures based on the approved or amended budget.
- Ensure the department maintains accurate records to comply with federal, state, and local reporting requirements.
- Review and update the County Housing Policy Manual and related administrative procedures.
- Manage capital improvement projects, coordinate real estate acquisitions and development, select rental tenants, oversee housing renovation projects, and ensure proper property maintenance.
- Represent the County—when delegated—in financial, contractual, and administrative matters involving HUD officials, the State Housing Authority, local government divisions, social service agencies, property owners, tenants, and other stakeholders.
- Attend meetings with community and tenant organizations to discuss housing issues, respond to questions, mediate disputes, and build public support for housing programs.
- Prepare agenda items related to housing operations. Ensure the development, communication, training, and implementation of the department's Emergency Operations Plan (EOP).
- Communicate the department's EOP to all staff. Train all levels of personnel on the EOP.
- Ensure full employee participation in emergency preparedness and delegate roles to lower management. Direct and execute emergency procedures to protect residents and staff.
- Handle sensitive and confidential records, plans, documents, and decisions with discretion.
- ***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.***

DIRECTOR OF PLANNING & DEVELOPMENT SERVICES

- Direct departmental operations to fulfill the mission and ensure legal and policy compliance.

- Develop a professional staff skilled in customer service, project management, plan review, application processing, hearing administration, and code enforcement.
- Interpret and enforce the Zoning Ordinance. Oversee investigations of violations and special exemptions.
- Oversee administration of Building and Construction Codes. Ensure timely, accurate, and compliant project reviews.
- Oversee enforcement of the Property Nuisance Abatement Ordinance. Ensure community health, safety, and welfare. Understand lien and foreclosure processes.
- Manage the Planning section to ensure land use requests follow ordinance procedures. Advise the Planning Commission and Board of County Commissioners.
- Oversee GIS services to ensure accurate E911 data and spatial information for internal and public use.
- Supervise Health Protection staff enforcing food, health, and safety ordinances. Understand procedures for regulating facilities.
- Review all development projects to ensure adherence to County policies and regulations. Advise the Board on regulatory changes.
- Prepare strategic and tactical work plans. Monitor project implementation and workflow.
- Ensure efficient and timely development review processes. Streamline administrative procedures in coordination with related agencies.
- Manage the departmental budget. Identify resource needs and approve expenditures.
- Write ordinances. Advise zoning and planning boards on enforcement and interpretation.
- Maintain effective public and interagency relationships. Administer intergovernmental agreements.
- Ensure development, communication, training, and implementation of the Department's EOP. Direct emergency procedures to protect residents and employees.
- Handle sensitive and confidential information with discretion.
- ***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.***

DIRECTOR OF YOUTH SERVICES CENTER

- Manage and interpret policies and procedures for the Youth Services Center.
- Ensure compliance with state and ACA standards.
- Prepare and justify the department's operational budget to the County Commission. Ensure fiscal accountability.
- Prepare official reports.
- Ensure compliance with legal mandates affecting Youth Services Center residents.

- Ensure the provision of medical, dental, mental health, and psychiatric services.
- Ensure safe and humane treatment of all residents.
- Recommend long-term goals and performance measures to the County Manager.
- Maintain communication with departments, courts, probation, and community agencies.
- Ensure development, communication, training, and implementation of the Department's EOP. Direct emergency procedures to protect residents and employees.
- Handle sensitive and confidential information with discretion.
- ***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.***

EMERGENCY MANAGEMENT DIRECTOR

- Manage the efforts of all county departments in preparing contingency, hazard, and other operational plans that support the citizens of Bernalillo County and the City of Albuquerque.
- Oversee the development and coordination of all-hazard plans for effective deployment of resources to protect lives, health, and property during natural and human-caused disasters, including acts of terrorism.
- Serve as liaison between the county and federal, state, city, adjoining pueblos, other counties, and private organizations during planning, training, exercises, and both response and recovery operations.
- Oversee the FEMA grants program by ensuring timely application and execution of funds to support equipment and training needs identified by the county's typed teams.
- Act on behalf of the County Manager during Emergency Operations Center (EOC) activations to direct critical resources and staff during disasters.
- Respond to support requests 24/7 from federal, state, and county agencies.
- Plan and direct the county's Emergency Management program through planning, organizing, training, and exercising, in alignment with FEMA's Preparedness Framework.
- Ensure the internal CODE RED notification system is updated and available 24/7 to alert employees about public safety or awareness issues.
- Supervise the day-to-day operations of the department.
- Serve as the county's authorized signatory for all Intra-State Mutual Aid System (IMAS) agreements.
- Develop, implement, coordinate, and evaluate emergency management programs, policies, procedures, and objectives.
- Lead technical training for department representatives according to approved protocols.
- Advise Emergency Support Function (ESF) leads on planning, training, and exercises, and provide direction during EOC activations.

- Represent the county at relevant meetings.
- Analyze emergency scenarios, set training objectives, and prepare lesson plans to meet those objectives. Approve the Multi-Year Training and Exercise Plan (MYTEP) based on lessons learned, emerging threats, and guidance.
- Represent the county to governmental and non-governmental partners.
- Perform emergency management duties and participate in quality assurance reviews.
- Coordinate and lead the Bernalillo County Emergency Management Council (EMC), which includes executive leadership and departmental representatives.
- Attend emergency management activities at all levels to enhance preparedness planning.
- Maintain records of emergency declarations and requests for reimbursements.
- Participate in public education and outreach regarding emergency preparedness.
- Develop and manage the department's operational budget.
- Supervise administrative and operational staff.
- Ensure the department's Emergency Operations Plan (EOP) is communicated, trained on, implemented, and followed by all staff.
- Direct emergency management procedures that protect residents and staff.
- Apply for and manage grants that support emergency management programs. Track and report financial and programmatic progress.
- Handle sensitive and confidential materials with discretion.
- ***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

GENERAL

- Bachelor's degree in Business Administration, Management, Public Administration, Criminology, Psychology, or a related field.
- Ten (10) years of work experience involving operational management.
- Four (4) years of experience in a managerial role.

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

COMMUNICATION SERVICES

- Bachelor's degree in Communications, Public Administration, Public Relations, or a related field.
- Ten (10) years of progressively responsible experience involving operational management.
- Four (4) years of experience in a managerial role.

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

DIRECTOR OF CARE CAMPUS

- Master's degree in Healthcare Administration, Business Administration, Behavioral Health, or a related field.
- Eight (8) years of progressive leadership experience in a behavioral health or acute care hospital setting.
- Four (4) years of experience in a management capacity.

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

DIRECTOR OF THE DEPARTMENT OF BEHAVIORAL HEALTH SERVICES

- Bachelor’s degree in Psychology, Counseling, Social Work, Public Health, Public Administration, or a related field.
- Ten (10) years of directly applicable work experience in the area of behavior health programs, community social services programs.
- Four (4) years of experience in a management capacity.

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

EMERGENCY MANAGEMENT DIRECTOR

- Bachelor's degree in Emergency Management, Fire Technology/Science, Criminal Justice, or a related field.
- Ten (10) years of experience in emergency management firefighting, EMS, fire prevention and/or law enforcement.
- Four (4) years of experience in a management capacity.

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

SUPPLEMENTAL INFORMATION

PREFERENCES

BEHAVIORAL HEALTH SERVICES

- Master’s degree, from an accredited institution, in Psychology, Counseling, Social Work, Public Health, Public Administration, or related field.
- Licensure in any of the following: Licensed Professional Counselor (LPC), Licensed Mental Health Counselor (LMHC), Licensed Clinical Professional Counselor (LCPC), Licensed Professional Clinical Counselor of Mental Health (LPCC), Licensed Clinical Mental Health Counselor (LCMHC), Licensed Mental Health Practitioner (LMHP).
- For Director of Care Campus, experience launching new programs

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.

EMERGENCY MANAGEMENT DIRECTOR SPECIFIC

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

- Successfully complete a post-offer medical examination, including compliance with New Mexico OSHA physical requirements, and a background investigation.
- Comply with all County safety guidelines.
- Possess and maintain a valid New Mexico driver’s license by the employment date.
- Complete the Take-Home Vehicle Driver Training Course annually.
- Begin Emergency Management Academy (E101–E105) within one year of employment and complete it within two years.
- Hold or obtain New Mexico Certified Emergency Manager (CEM) certification within one year of hire, as recognized by the New Mexico Emergency Management Association.

WORKING CONDITIONS

- Majority of work is performed indoors in a temperature-controlled environment.
- Some duties may be performed outdoors, with exposure to natural weather conditions.
- Indoor work surfaces are typically even and may be carpeted or tiled.

- Work may involve the use of stairs.
- Outdoor surfaces may be even or uneven, wet or dry, and include natural ground, asphalt, or concrete.
- Duties may be performed on inclines, hills, or elevated surfaces, including stairs or ladders.
- On-call work is required in emergency situations.
- Potential work hazards include high-stress environments and vehicle operation.
- Work may take place in a correctional facility with exposure to inmates and risk of serious bodily injury or death.
- Exposure to intermittent noise and vibration, various fumes and odors, contagious diseases, and potentially hostile situations is possible.

EMERGENCY MANAGEMENT DIRECTOR SPECIFIC

- Work is performed both indoors and outdoors depending on the situation.
- May be exposed to extreme weather and fire hazard conditions.
- Works flexible hours, including evenings and weekends, based on training and incidents.
- Occasional exposure to high noise levels (sirens, engines, voices).
- Occasional exposure to body vibration from vehicle rides or off-road travel.
- Occasional exposure to hazards including driving, rescues, hazardous material spills, firefighting, and law enforcement activities.
- Occasional exposure to fumes, heat, smoke, dust, chemicals, and toxic substances.
- Work may occur on uneven ground, asphalt, cement, stairs, ladders, or scaffolding.
- Works independently or as part of a team, sometimes without direct supervision.

EQUIPMENT, TOOLS, AND MATERIALS

- Standard administrative equipment including telephone, computer, fax machine, copier, pager, and possibly a two-way radio.
- Various paperwork, reports, writing utensils, and general office supplies.
- May use security equipment, restraints, mace, and weapons, depending on assignment.
- May use first aid equipment, oxygen, fire extinguishers, and other safety gear.
- Operates a county vehicle as assigned.

EMERGENCY MANAGEMENT DIRECTOR SPECIFIC

- Uses computer, audiovisual equipment, telephone, calculator, and fax machine.

- Operates radios, emergency vehicles, shelter trailers, and ATVs.
- Uses flares, reflective vests, hearing and eye protection.
- May operate a prime mover and maneuver trailers.