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

Director II

JOB CODE	JOB FAMILY	PROFILE
JCM801	**Executive Management**	**Director II**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Salary	**$145,787.00 - $218,692.00**	**November 5, 2026**

Director II positions serve in senior management roles at the top of a department's organizational structure. They manage and lead lower-level managers and supervisors, serve as mentors, and ensure that county policies, procedures, and initiatives are implemented correctly. Director II's work with managers to evaluate business operations, identify challenges, and act as liaisons to the County Manager's Office.

FUNCTIONAL AREA

ACCOUNTING

The Accounting Director oversees the Bernalillo County Accounting Department, including the General Ledger system, financial reporting, audits, grant accounting, accounts receivable, fixed assets, and bond compliance. Ensures alignment of countywide accounting strategies, supervises operations, and fosters collaboration with other departments.

BEHAVIORAL HEALTH

Directs the planning, development, implementation, and oversight of behavioral health operations and services across the County's continuum of care. Ensures compliance with County ordinances, accreditation standards, and applicable regulations while advancing integrated, trauma-informed, and evidence-based service delivery. Oversees programs, contracts, performance, and quality improvement efforts, and collaborates with stakeholders across health, human services, public safety, and community organizations.

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.

EMERGENCY COMMUNICATIONS

The Director of Emergency Communications provides administrative direction for the County's communications programs, services, and facilities. Develops and enforces policies, coordinates operations with local, state, and national agencies, and ensures effective supervision of staff. Oversees budgeting, program implementation, quality assurance, and stakeholder relationships.

HOUSING

The Housing Director manages daily operations of the Housing Department. Oversees planning, budgeting, programming, coordination, and evaluation of department operations, including subsidized rental housing for low-income, elderly, and disabled individuals. Maintains Public Housing Units and performs complex property management duties. Prepares departmental budgets and reports. Develops and implements fiscal and administrative plans for County-owned or managed housing properties.

HOUSING ECONOMIC DEVELOPMENT

The Director of Housing - Economic Development oversees strategic planning and implementation of affordable and mixed-income housing projects across Bernalillo County. Leads public-private partnerships and secures funding from federal, state, and philanthropic sources. Manages project development processes, fiscal analysis, and regulatory compliance. Works with internal teams and external stakeholders to support inclusive growth, long-term sustainability, and alignment with County equity goals.

POLICY & BUDGET

The Policy and Budget Director reports to the Chief of Staff and serves as a senior advisor to the County Manager and Executive Team, with primary responsibility for leading strategic policy development, advancing countywide initiatives, and ensuring alignment with the Board of County Commissioners' priorities. This position oversees policy research, development, and implementation while driving Operations Excellence and Continuous Improvement across county departments. The Policy & Budget Director plays a key role in shaping Bernalillo County's long-term vision through data-driven decision-making, performance management, and innovation.

PROCUREMENT AND BUSINESS SERVICES

The Director of Procurement and Business Services provides executive leadership and strategic oversight of the County's Procurement, Contracting, Purchasing, Accounts Payable, Credit Card, Travel, and Wireless Device functions. Serves as the County's Chief Procurement Officer, ensuring transparent, compliant, and fiscally responsible operations while developing policies, internal controls, and performance standards aligned with County goals. Guides high risk procurement strategies, oversees budget and resource management, ensures regulatory compliance, and collaborates with County leadership to support effective, efficient, and accountable service delivery.

YOUTH SERVICES CENTER

The Director of the Youth Services Center administers and manages all activities and operational functions of the Bernalillo County Youth Services Center. Ensures facility compliance with regulatory standards, oversees resident care and safety, manages budgets, and coordinates with juvenile justice and community partners.

Job Description

DUTIES AND RESPONSIBILITIES

- Provides executive leadership and direction for departmental operations, programs, and staff.
- Develops and implements strategic plans, policies, and procedures to achieve departmental goals.
- Oversees budgeting, financial management, and resource allocation for the department.
- Ensures compliance with federal, state, and local laws, regulations, and standards.
- Collaborates with County leadership, elected officials, and external stakeholders to advance departmental initiatives.
- Monitors and evaluates program effectiveness; recommend and implement improvements.
- Supervises and mentors managers and staff, fostering a culture of accountability and excellence.
- Represent the department in public meetings, hearings, and community engagement activities.
- Prepare and present reports, proposals, and recommendations to County leadership.
- ***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

ACCOUNTING

- Assists the Deputy County Manager of Finance in developing and administering fiscal policies and procedures.
- Oversees preparation of monthly, quarterly, and annual financial reports and reconciliations.
- Provides cash flow and position analysis.
- Manages the county’s internal audit program and ensures accurate capital asset accounting.
- Leads accounting processes for departments and elected officials.
- Supervises staff, including work allocation, training, performance evaluation, and compliance with internal controls.
- Advises on accounting procedures for external audits and maintains procedure manuals.
- Ensures compliance with GAAP and GASB standards; updates accounting systems as needed.
- Directs preparation of the Comprehensive Annual Financial Report (CAFR) in accordance with State Auditor rules.
- Attends Board of County Commissioner meetings and presents financial information.

- Develops, communicates, and trains staff on the Department's Emergency Operations Plan (EOP); ensures readiness and safety during emergencies.
- ***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.***

BEHAVIORAL HEALTH

- Directs behavioral health programs and services, including internal operations and contracted providers, to ensure effective service delivery and compliance with applicable standards.
- Implements strategic priorities, including integrated care models, program expansion, and service delivery improvements.
- Ensures compliance with County ordinances, court directives, accreditation requirements, and applicable laws and regulations, including behavioral health confidentiality and privacy standards
- Develops and manages programs, budgets, staffing, and resource allocation to support operational and strategic objectives.
- Oversees contract administration, including procurement, monitoring, evaluation, and compliance.
- Leads quality management and continuous improvement initiatives using LEAN and other process improvement methodologies.
- Analyzes program and clinical data to evaluate performance, measure outcomes, and support decision-making.
- Establishes performance metrics and monitors progress toward departmental and strategic goals.
- Builds and maintains partnerships with service providers, community organizations, and government agencies.
- Represents the Department in committees, task forces, and public forums; prepares and delivers presentations.
- Responds to complex inquiries, complaints, and issues with professionalism and confidentiality.
- Provides leadership, supervision, training, and evaluation of staff; supports employee development and accountability.
- Supports policy development and implementation related to behavioral health services and systems.
- Promotes a culturally responsive, inclusive, and equitable service delivery environment.
- Leads special projects, initiatives, and program evaluations as assigned.
- ***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 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.***

EMERGENCY COMMUNICATIONS

- Promotes and administers Emergency Communications programs.
- Leads development and training for the department's Emergency Operations Plan (EOP).
- Coordinates communication operations across jurisdictions and agencies.
- Fosters staff engagement and collaborative work environments.
- Informs stakeholders about system operations and updates.
- Prepares and manages the department's budget.
- Monitors expenditures and ensure fiscal compliance.
- Optimizes use of departmental resources and budgets.

- Builds relationships with internal departments, emergency services, and community groups.
- Attends public meetings and assess legislative impact.
- Implements new programs and improves current services.
- Manages departmental resources, including facilities and technology.
- Ensures high-quality service delivery and performance.
- Handles sensitive or confidential information appropriately.
- Performs other duties as required.
- ***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.***

HOUSING

- Oversees planning and implementation of affordable and mixed-income housing projects.
- Forms public-private partnerships and joint ventures to expand development capacity.
- Identifies and secures federal, state, local, and philanthropic funding sources.
- Conducts financial analysis and evaluate development feasibility and performance.
- Advises senior leadership on housing strategy, fiscal impact, and investment options.
- Oversees entitlement, zoning, and regulatory processes for housing developments.
- Coordinates with legal, architectural, and construction teams to ensure compliance.
- Works with internal departments to streamline project delivery and approvals.
- Develops departmental procedures aligned with County policies and regulations.
- Builds relationships with developers, nonprofit partners, and community groups.
- Represents housing initiatives in public meetings and briefings.
- Provides updates and recommendations to the County Commission.
- Monitors countywide housing needs and recommend strategic priorities.
- Applies knowledge of HUD programs including Section 8, FSS, Homeownership, and VASH.
- ***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.***

HOUSING - ECONOMIC DEVELOPMENT

- Lead planning and implementation of affordable and mixed-income housing projects.
- Form public-private partnerships and joint ventures to expand development capacity.
- Identify and secure federal, state, local, and philanthropic funding sources.
- Conduct financial analysis and evaluate development feasibility and performance.
- Advise senior leadership on housing strategy, fiscal impact, and investment options.
- Oversee entitlement, zoning, and regulatory processes for housing developments.
- Coordinate with legal, architectural, and construction teams to ensure compliance.
- Work with internal departments to streamline project delivery and approvals.
- Develop departmental procedures aligned with County policies and regulations.
- Build relationships with developers, nonprofit partners, and community groups.
- Represent housing initiatives in public meetings and briefings.
- Provide updates and recommendations to the County Commission.
- Monitor countywide housing needs and recommend strategic priorities.
- ***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.***

POLICY & BUDGET

- Researches, analyzes, and recommends policies that advance the County’s strategic priorities.
- Drafts, reviews, and monitors legislation, regulations, and county initiatives impacting operations and services.
- Provides policy briefings and recommendations to the Chief of Staff, County Manager, Executive Team and elected officials.
- Oversees development and administration of the annual operating budget and related reports.
- Reviews budget systems and recommends improvements; evaluates revenue strategies and rate structures.
- Provides technical expertise on budget impacts for Commission agenda items and financing proposals.
- Oversees the budget office in the preparation, coordination, and administration of the County’s annual budget in alignment with County priorities.
- Oversees long-term financial planning and forecasting to ensure fiscal sustainability.
- Leads a team to provide analysis of budget requests, program expenditures, and funding proposals to support evidence-based decisions.
- Ensures transparency and accountability in budget reporting and public communication.

- Develops and oversees countywide continuous improvement strategies to streamline processes, eliminate redundancies, and enhance service delivery.
- Leads performance management systems that track outcomes, improve accountability, and support evidence-based decision-making.
- Fosters a culture of innovation, efficiency, and organizational excellence across all county departments.
- Supports intergovernmental and stakeholder engagement to advance county policy priorities.
- Represents the Bernalillo County in policy discussions with community groups, regional partners, and other jurisdictions.
- Assists in communication strategies that ensure transparency and accessibility of county initiatives.
- Collaborates with the COO and department directors and staff to ensure policies are implemented effectively.
- Identifies opportunities for cross-departmental collaboration and alignment with county goals.
- Serves as a thought leader on best practices in policy, governance, and organizational improvement.
- ***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.***

PROCUREMENT AND BUSINESS SERVICES

- Provides executive leadership, strategic direction, and oversight for the County's Procurement and Business Services Department, including Procurement and Contracting, Accounts Payable, Purchasing, Credit Card, Travel, and Wireless Device programs.
- Develops, implements, and oversees department goals, policies, procedures, internal controls, performance measures, and operational standards to promote efficiency, accountability, transparency, and responsible stewardship of County resources.
- Directs the County's procurement and contracting functions, including competitive solicitations, contract development and administration, purchasing activities, supplier management, and procurement compliance.
- Oversee Countywide Accounts Payable operations to promote timely and accurate payment processing, appropriate financial controls, regulatory compliance, and effective management of public funds.
- Directs and administers Countywide purchasing, credit card, travel, and wireless device programs, establishing policies, controls, monitoring procedures, and standards for appropriate use and fiscal accountability.
- Ensures departmental operations and Countywide programs under the Director's authority comply with applicable County ordinances and policies and federal and state laws, regulations, procurement requirements, and financial controls.
- Serves as the County's Chief Procurement Officer and provides guidance and recommendations to County leadership and departments regarding procurement strategies, contracting methods, purchasing requirements, vendor issues, and complex or high-risk procurements.
- Develops and manages the department's annual operating budget; monitors expenditure, staffing, contracts, technology investments, and other resources to ensure alignment with departmental and County priorities.

- Establishes and monitors internal controls and performance measures to identify operational, financial, compliance, and procurement risks and implements corrective actions and process improvements as appropriate.
- Reviews and approves expenditures, procurement actions, contracts, exceptions, and other transactions within delegated authority and ensures appropriate documentation and approvals are maintained.
- Oversee supplier and contract management strategies and negotiate or assist with negotiations involving significant, complex, or high-risk contracts to achieve favorable pricing, service levels, terms, and overall value for the County.
- Reviews proposed regulations, ordinances, and policy changes affecting procurement and business services and develop recommendations, fiscal or operational impact assessments, and position statements for County leadership.
- Coordinates with Finance, Legal, Risk Management, Budget and other County departments on matters affecting procurement, contracting, payments, financial controls, and Countywide administrative programs.
- Leads the development, implementation, training, and maintenance of the department's Emergency Operations Plan and ensures continuity of critical Procurement and Business Services functions.
- Safeguards confidential, proprietary, procurement-sensitive, financial, personnel, and other protected information in accordance with applicable laws and County policies.
- ***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.***

YOUTH SERVICES CENTER

- Manages and develops facility policies and procedures.
- Ensures compliance with state and ACA standards.
- Prepares and justifies the department's annual budget.
- Prepares official reports and documentation.
- Ensures legal compliance for all residents.
- Oversees medical, mental health, and psychiatric care for residents.
- Promotes safe and humane treatment of all residents.
- Recommends long-term goals and performance measures.
- Maintains open communication with internal and external partners.
- Leads development and training for the department's Emergency Operations Plan (EOP).
- ***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, Finance, Public Administration, Public Policy, or related field.
- Eleven (11) years of work experience involving operational management.
- Four (4) years in a managerial role.

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

ACCOUNTING

- Bachelor’s Degree in Accounting, Business, or Public Administration or related field.
- Eleven (11) years of work experience in a professional capacity in finance, accounting and budgeting.
- Four (4) years of experience working in a management capacity including the supervision of professional staff.

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

BEHAVIORAL HEALTH

- Master’s degree in Social Work, Public Health, Healthcare Administration, Psychology, Public Administration, or a related field.
- Seven (7) years of professional experience in behavioral health, healthcare, or human services program management,
- Two (2) years overseeing clinical services.
- Current licensure in the State of New Mexico as a Licensed Clinical Social Worker (LCSW), Licensed Professional Counselor (LPC), Licensed Marriage and Family Therapist (LMFT), Psychologist, or Medical Doctor (MD).

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

EMERGENCY COMMUNCICATIONS

- Bachelor's degree in Communications, Emergency Services, Public Administration, Business Administration, or a related field.
- Eleven (11) years of work experience in Emergency Operations or an Emergency Communications Center, including work related to public safety dispatching, E9-1-1, communication systems project management, and 700 MHz radio communications, and/or microwave communications.

- Four (4) years in a managerial role.

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

HOUSING

- Bachelor's degree in Business Administration, Management, Public Administration, Real Estate, Social Science or a related field.
- Eleven (11) years of work experience involving operational management.
- Four (4) years in a managerial role.

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

HOUSING - ECONOMIC DEVELOPMENT

- Bachelor's degree in Urban Planning, Public Administration, Business Administration, Real Estate Development, Finance, Architecture, Civil Engineering, or a related field.
- Eleven (11) years of progressively responsible experience in housing development, real estate finance, or urban development.
- Four (4) years of supervisory or program management experience in a complex public, private, or nonprofit development environment.

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

POLICY & BUDGET

- Master's degree in Public Administration, Public Policy, Political Science, Business Administration, or related field; **OR** equivalent combination of education and experience.
- Seven (7) years of progressively responsible experience in public policy, government affairs, or organizational performance management.
- Demonstrated experience in operations excellence, continuous improvement, or organizational development.
- Strong knowledge of local government functions, legislative processes, and policy research.

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

SUPPLEMENTAL INFORMATION

KNOWLEDGE, SKILLS AND ABILITIES / COMPETENCIES

- Strategic thinking and problem-solving.

- Policy analysis and development.
- Leadership and team collaboration.
- Process improvement and performance measurement.
- Exceptional communication and presentation skills.
- Ability to navigate politically sensitive and high-profile issues.

ADDITIONAL REQUIREMENTS

PROCUREMENT AND BUSINESS SERVICES

- Obtain the State of New Mexico Chief Procurement Officer (CPO) certification within nine (9) months of hire.

PREFERENCES

HOUSING - ECONOMIC DEVELOPMENT

- Master’s degree in Public Policy, Urban Planning, Real Estate Finance, Economic Development, or a related field.

PROCUREMENT AND BUSINESS SERVICES

- Master’s Degree in Business Administration, Finance, or Public Administration strongly preferred.

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.
- Possess a valid New Mexico driver’s license by the employment date, or obtain within 90 days of hire, and maintain it while employed in this position.
- Complete required supervisor training, if applicable.

WORKING CONDITIONS

- Most essential duties are performed indoors.
- Work takes place in a temperature-controlled environment.
- Duties are performed on an even surface, typically carpeted or tiled, and generally dry.

- Duties may occasionally be performed outdoors, where the employee may be exposed to weather conditions, uneven surfaces, or construction environments.

EQUIPMENT, TOOLS, AND MATERIALS

- Equipment commonly used includes a telephone, computer, and copy machine.
- Materials handled include files, smart boards, markers, forms, reports, various paperwork, and a wide variety of basic office supplies.
- May operate a county vehicle as assigned.