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

Emergency Communications Center Manager

JOB CODE	JOB FAMILY	PROFILE
JCM341	**Public Safety**	**Emergency Communications Center Manager**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Salary	**$69,451.00 - $109,720.00**	**July 22, 2026**

The Emergency Communications Center Manager oversees the daily operations of the Bernalillo County Emergency Communications Center, manages and supervises the employees who receive and dispatch emergency and non-emergency information, trains and coach's employees in proper telephone call procedures and related communication equipment, keeps official records, and assists in the administration of the policies, procedures, and standard operating guidelines. Employee supervision includes hire selection, training oversight, performance assessment, coaching, disciplinary action, and terminations.

Job Description

DUTIES AND RESPONSIBILITIES

- Supervise Shift Supervisors, ECO II's, ECO I's, ECO's, and Trainers within the Emergency Communications department.
- Participate in the selection and hiring of personnel; provide input for Emergency Communications Operator training; work with employees to correct deficiencies; recommend and implement disciplinary procedures; conduct performance evaluations of supervisors; and review performance evaluations of Emergency Communications Specialists.
- Supervise and monitor telephones and radio in the emergency dispatch center; answer incoming calls and ascertain the nature of the call, gather all necessary information to transmit or relay information.
- Dispatch law enforcement, fire, EMS, and other units for emergency responses; broadcast the nature, location, and time of incidents; contact all required personnel and other local concerns during an emergency situation;

relay information as required.

- Supervise and maintain logs of radio and telephone communications, location of personnel and equipment; in the event of an emergency situation, maintain ongoing contact with responding personnel and keep them informed of all incoming pertinent information; monitor traffic information to keep emergency personnel and the general public informed.
- Develop work schedules for Shift Supervisors and Emergency Communications Operators to ensure adequate staffing of the emergency dispatch center.
- Oversee the training of BernCo Emergency Communications Specialists in proper telephone call and radio dispatch procedures and the use of related computer equipment.
- Input data onto standard office and department forms; maintain dispatch documents and records; assist with developing, revising, and enforcing department policies, procedures, and operating standards.
- Coordinate the ordering of necessary supplies for the emergency dispatch center and process invoices for payment.
- Maintain department records and keep personnel files current according to the Records Management Policy.
- Meet with staff to provide assistance in resolving problems, conflicts, and issues involving policies, procedures, goals, and objectives.
- Assist the Director in developing and monitoring the budget for the Emergency Communications department.
- Create, propose, and maintain all forms of policies and procedures pertaining to the Emergency Communications department.
- Schedule staff to work special assignments, roadblocks, saturations, and warrant roundups when necessary; assist with such assignments as needed.
- *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 Emergency Management, Public Administration, Business Administration, or a related field.
- Six (6) years of work experience in a related field.
- Two (2) years in a supervisory role.

*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.
- 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.
- Employee must maintain or obtain Emergency Medical Dispatch (EMD) and Emergency Fire Dispatch (EFD) Quality Assurance (QA) Certification within nine (9) months of hire or following a job change. Failure to obtain the required certification within the specified timeframe may lead to termination of employment.
- Employee must maintain or obtain Advanced Certified Emergency Medical Dispatch certification within nine (9) months of hire or following a job change. Failure to obtain the required certification within the specified timeframe may lead to termination of employment.

WORKING CONDITIONS

- All essential duties are performed indoors.
- Duties are performed in a temperature-controlled environment.
- Duties are performed on an even surface, which may be carpeted or tiled.
- Working surface is typically dry.
- Employee primarily works alone, with or without direction from a supervisor.
- Flexible work hours may be required.

EQUIPMENT, TOOLS AND MATERIALS

- Equipment typically used in the performance of office duties includes telephone, computer terminal, computer printer, computer keyboard, photocopy machine, fax machine, and calculator.
- Materials and products handled while performing essential duties include files, forms, reports, various documents, and a wide variety of basic office supplies.