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

Emergency Communications Quality Assurance Specialist

JOB CODE	JOB FAMILY	PROFILE
JCV606	**Public Safety**	**Emergency Communications Quality Assurance Specialist**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Salary	**$54,018.00 - $85,363.00**	**July 30, 2026**

The Emergency Communications Quality Assurance Specialist will coordinate and identify issues between the Fire Department and Communications Department. Assist the EC Training Coordinator in developing programs on fire and safety subjects. Supervise personnel as directed.

Job Description

DUTIES AND RESPONSIBILITIES

- Develop and evaluate departmental program for policies, practices, procedures and protocols with regards to Medical Priority Dispatch System (MPDS).
- Evaluate compliance and coordinate with supervisors in regard to MPDS.
- Evaluate policy, practices, procedures and protocols for efficiency and effectiveness and make recommendations for change.
- Assist Emergency Communications Operator (ECO) Supervisors in functions as required.
- Establish a program of Continuing Education (CE) for ECOs to maintain Emergency Medical Dispatcher (EMD) certification.
- Develop and present a Quality Assurance Case Review program for MPDS.

- Work with the Communications and Fire Department's Medical Director in developing and maintaining the MPDS program.
- Develop reports on data collection, analysis and feedback as necessary on the MPDS program.
- Attend EMS Authority Committee meetings and other meetings as necessary.
- Assist supervisors in investigating complaints.
- Maintain Communications Center's MSAG for County.
- Act a liaison with Fire Department EMS Captain.
- Incumbent(s) in this classification may handle sensitive and/or confidential records, plans, documents or decisions that require maintaining confidentiality of sensitive information.
- Any one position may not include all duties listed. However, the allocation of positions will be determined by the amount of time spent performing the essential duties listed above.
- Performs other job-related duties as required or assigned.
- Provide counseling and feedback to Emergency Communications Operators to improve MPDS compliance.
- Submits MPDS results to reach a Center of Excellence on Emergency Medical and Emergency Fire Dispatch.
- *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 Medical Services (EMS), or related field, and one (1) year of related work experience in Emergency Medical Dispatch (EMD), plus certification by the State of New Mexico as an EMD, and knowledge of regulations pertaining to proper radio dispatch procedures usage for EMD/EMS.

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

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.
- Must be certified by the State as an EMD within 6 months of hire.

WORKING CONDITIONS

- Essential job duties are performed indoors in temperature-controlled environment.
- Primary work surface is even, dry, carpeted or tiled floor.
- Works alone primarily, with or without directions. Works with a group at times, and with a select team at times.
- Flexible work schedule will be required at times.

EQUIPMENT, TOOLS AND MATERIALS

- Telephone, VCR, projectors, calculator, computer, fax machine, and copy machine are used in performance of essential job duties.
- Various forms of paperwork are handled in performance of essential job duties.

NOTE

- You are not required to disclose information about physical or mental limitations that you believe will not interfere with your ability to do the job. On the other hand, if you want the employer to consider special arrangements to accommodate physical or mental impairment, you may identify that impairment in the space provided and suggest the kind of accommodation that you believe would be appropriate.

MENTAL FUNCTIONS

- Must be able to use reason and judgment in performing essential functions.
- Must be able to read, understand and analyze such items as technical materials and legal documents.
- Must be able to write proposals, reports and procedures with proper format, and to verify the accuracy of information contained in reports.
- Must be able to organize and prioritize numerous tasks.

PHYSICAL FUNCTIONS

- Work is primarily sedentary, with opportunities to stand/walk as needed typically being available throughout the workday.
- Must be able to bend at the waist and twist/rotate as necessary.
- Must be able to work with arms bent or extended away from body or overhead and be able to push/pull with arms as needed.
- Must be able to crouch and kneel as necessary.
- Must be able to use hands and fingers in order to grasp/manipulate various equipment and materials needed to perform essential duties.
- Must be able to coordinate use of hands and eyes in operation of equipment, such as computer and calculator.