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

Emergency Communications Shift Supervisor

JOB CODE	JOB FAMILY	PROFILE
JCM209	**Public Safety**	**Emergency Communications Shift Supervisor**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Hourly	**$29.49 - $46.57**	**November 8, 2026**

The Emergency Communications Shift Supervisor oversees the daily operations of call intake and dispatch activities. This position ensures timely, accurate dispatching of emergency and non-emergency services while managing shift staffing, channel assignments, and adherence to policies and procedures. Responsible for coaching and performance evaluation of staff, managing complaints and records requests, and ensuring compliance with public safety communication protocols.

Job Description

DUTIES AND RESPONSIBILITIES

- Supervises Emergency Communications Operators (ECOs) and manages daily operations of the assigned shift.
- Conducts shift briefings and ensures smooth transition between outgoing and incoming personnel.
- Develops staff schedules, authorizes overtime, and maintains payroll records.
- Monitors dispatching activities and ensures timely and accurate responses to calls for service.
- Evaluates training effectiveness and oversees the performance of trainers and trainees.
- Performs performance evaluations, including probationary and bi-annual reviews.
- Addresses and documents complaints, incidents, or performance concerns; administers corrective action when necessary.

- Liaises with field supervisors regarding incidents and dispatch outcomes.
- Communicates with news agencies during significant events as appropriate.
- Coordinates investigative personnel callouts and relays critical scene information.
- Oversees use and dissemination of data from CAD, NCIC, NMCIC, NLETS, NMLETS, WITS, and DMV records, ensuring confidentiality and proper access.
- Maintains and updates CAD records and ensure system integrity.
- Supports after-hours services for agencies/departments responding on behalf of Bernalillo County.
- Assists with system maintenance for CAD, Vesta, NCIC terminals, and related platforms; coordinates with vendors as needed.
- Serves as backup ECO when operationally necessary.
- Oversees and processes audio recordings of calls and radio traffic; acts as Custodian of Records for CAD/IPRA/audio requests.
- Prepares required reports, including monthly summaries and incident documentation.
- Administers discipline as needed in accordance with collective bargaining agreements and County policy.
- *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

- High School Diploma or GED.
- Seven (7) years of experience in a 9-1-1 emergency communications environment working under stressful conditions.
- One (1) year of supervisory experience.

*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.
- Must successfully complete Federal Emergency Management Association (FEMA) IS-100, IS-700, IS-200 and IS-800.

- 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 pass the department administered testing process with 85% or higher.
- Must pass the County's authorized typing test at 40 WPM.
- Must not have a felony conviction.
- Must not have a DWI conviction within the past three (3) years.
- Must be able to work shift work, additional hours and maintain regular attendance.
- Must successfully complete within one (1) year of hire a twenty-four (24) hour Association of Public Safety Communications Official (APCO) supervisor course or equivalent, a forty (40) hour Public Safety Telecommunication I Course or equivalent and a twenty-four (24) hour Communications Training Officer Course or equivalent as approved by the Communications Director, Communications Training Coordinator and Human Resources Department.
- Must obtain New Mexico State Public Safety Telecommunicator Certification within one (1) year from date of hire and maintain certification thereafter.
- Must obtain New Mexico State Certification in NCIC at the full access Terminal Operation Level within one (1) month from the date of hire and maintain certification thereafter.
- Must obtain New Mexico State Emergency Medical Dispatch (EMD) certification within one (1) year from date of hire and maintain certification thereafter.
- Must obtain National Emergency Fire Dispatch (EFD) Certification within one (1) year from the date of hire and maintain certification thereafter.
- Valid and current American Heart Association Cardiopulmonary Resuscitation, (CPR) certification required.

WORKING CONDITIONS

- 24/7 dispatch center; irregular hours and rotating shifts required.
- Work is performed indoors in a temperature-controlled and secure environment.
- Exposure to moderate noise, visual monitors, and fast-paced stressful conditions.
- Duties are performed at a workstation in confined spaces.
- Work is primarily independent with limited supervision.

EQUIPMENT, TOOLS AND MATERIALS

- Employees in this position use a variety of equipment including computers, multi-line telephones, multi-channel two-way police radios, enhanced 911 telephone systems, digital and reel-to-reel recording devices, typewriters, word processors, fax machines, photocopiers, and computer printers. They may also use TDD (Telecommunication Device for the Deaf) systems.

- Materials handled in the course of duties include computer printouts, payroll reports, various types of paperwork, writing utensils, and instructional manuals related to emergency procedures and the operation of department equipment.

Additional Description

This job profile is classified as safety-sensitive. Employees with safety-sensitive job profiles are subject to pre-employment, reasonable suspicion, post-accident, return-to-duty, and random drug & alcohol testing in accordance with the organization’s Drug and Alcohol Testing Policy.

Duties that require a Commercial Driver’s License (CDL), firearm(s) use, or are otherwise regulated under the Federal Aviation Administration (FAA), Federal Motor Carrier Safety Administration (FMCSA), or the Omnibus Transportation Employee Testing Act, are subject to all applicable federal drug and alcohol testing requirements. Employees in these federally regulated positions must comply with all DOT testing procedures, including enrollment in a DOT-compliant random testing pool.