Human Resources
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Employment Support Specialist Lead

JOB CODE	JOB FAMILY	PROFILE
JCP354	**Human Resources**	**Employment Support Specialist Lead**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Salary	**$61,339.00 - $96,866.00**	**August 28, 2026**

The Employment Support Specialist Lead coordinates the daily operations of employment services, including outreach, onboarding, hiring, and separations. Assists management with related HR matters, develops and implements policies and procedures, screens applications, and facilitates the onboarding of new employees.

Job Description

DUTIES AND RESPONSIBILITIES

- Lead Employment Support Specialist staff through employment processes, including, but not limited to, outreach, hiring, and separation.
- Guide Employment Support Specialist staff in applying best practices related to Bernalillo County employment processes within the Human Resources Management System.
- Coordinate with and assist the Employment Specialist Supervisor on requests, issues, and related employment matters.
- Ensure team adherence to internal standard operating procedures and regulatory compliance requirements.
- Collaborate with the Employment Specialist Supervisor to ensure compliance with employment-related laws and regulations, including adherence to collective bargaining agreements, policies, procedures, guidelines, and objectives, as well as third-party reporting requirements.
- Regularly evaluate, update, and create standard operating procedures to align with departmental strategies, employment practices, and policy changes.

- Contribute to the development of employment-specific goals and objectives aimed at enhancing departmental methods and procedures.
- Manage the full recruitment cycle and related processes, ensuring effective communication with department managers, candidates, and other stakeholders.
- Review and maintain balanced workloads among team members to ensure operational efficiency.
- Stay current with system updates; collaborate with the HCM team and communicate changes to the employment team to ensure seamless integration into procedures.
- Maintain and verify human resources data, particularly related to employment, and assist in coordinating employment-related information.
- Draft memos, correspondence, and reports as assigned.
- Coordinate the onboarding of new employees, ensuring they are scheduled for new employee orientation.
- Conduct periodic random audits of new hire files to verify consistency, completeness, accuracy, appropriate approvals, and policy compliance.
- Research, troubleshoot, and resolve inquiries and complaints from applicants, employees, the public, and department representatives.
- Monitor and maintain access permissions for current staff, including coordination of network access and data security within the Human Resource Management System.
- Represent the department on committees or in meetings as needed.
- Handle sensitive and confidential records, plans, documents, and decisions, maintaining strict confidentiality at all times.
- *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

- Requires a Bachelor’s Degree in Public Administration, Business Administration, Human Resources, or a related field.
- Five (5) years’ experience in Human Resources.

*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.

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 tile. Working surface is typically dry.
- Worker often works alone, both with or without direction from supervisor.

EQUIPMENT, TOOLS, AND MATERIALS

- Equipment typically used in the performance of office duties includes telephone, computer, printer, and copy machine.
- Materials and products handled in the course of performing essential duties include files, forms, reports, various other paperwork, and a wide variety of basic office supplies.