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Internal Review/Professional Standards Manager

JOB CODE	JOB FAMILY	PROFILE
JCM318	**Correctional**	**Internal Review/Professional Standards Manager**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Salary	**$69,451.00 - $109,720.00**	**October 12, 2026**

The Internal Review/Professional Standards Manager leads investigations and internal review operations. Oversees compliance with county regulations, court orders, and American Correctional Association (ACA) standards. Manages misconduct investigations involving employees, contract staff, and volunteers. Provides policy recommendations, conducts audits, and ensures a fair and timely investigative process. Supervises staff, including hiring, training, evaluating performance, coaching, and disciplinary actions.

Job Description

DUTIES AND RESPONSIBILITIES

- Direct the Office of Professional Standards and ensure investigations are fair, effective, and impartial.
- Oversee investigations into misconduct allegations involving staff, contractors, and volunteers; ensure proper tracking, documentation, and evidence handling.
- Conduct and manage investigations in compliance with local, state, and federal laws related to jail operations.
- Perform internal audits for quality assurance; recommend policy updates and process improvements to the Chief of the Detention Center.
- Respond to employee grievances and oversee hearings in line with established standards and policies.
- Analyze departmental and internal affairs data to identify trends, improve processes, and complete detailed reports.

- Recommend policy changes and training strategies based on identified trends in misconduct and performance gaps.
- Represent the Metropolitan Detention Center (MDC) in coordination with other departments, elected officials, and external agencies.
- Supervise and support staff; assign tasks, provide training, assess performance, and take disciplinary or coaching action as needed.
- Handle confidential records, documents, and information with discretion and in compliance with privacy regulations.
- ***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 Criminology, Psychology, Sociology, Public Administration, or a related field.
- Six (6) years of progressive work experience in business/office administration.
- 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.

WORKING CONDITIONS

- Primary work is performed indoors in a temperature-controlled environment.
- Some duties may be performed outdoors, with exposure to weather conditions.
- May be exposed to noise, vibration, fumes, odors, contagious diseases, and potentially dangerous or hostile situations.

- Indoor surfaces are generally dry, even, and may include carpeting or tile; stairs may be used.
- Outdoor surfaces may be uneven or inclined and include natural ground, asphalt, or concrete. Surfaces may be dry or wet and may involve the use of stairs or ladders.
- Position requires on-call availability during emergency situations.
- Work involves high-stress situations and operation of a vehicle.

EQUIPMENT, TOOLS AND MATERIALS

- Regular use of standard office equipment such as telephones, computers, photocopiers, fax machines, pagers, and two-way radios.
- May use security equipment, restraints, mace, and weapons based on assignment.
- May utilize first aid supplies, oxygen tanks, fire extinguishers, and other emergency safety equipment.
- Operates a county vehicle as assigned.
- Handles a wide range of administrative materials, including forms, reports, writing utensils, and other standard office supplies.