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Operations Excellence Manager

JOB CODE	JOB FAMILY	PROFILE
JCM418	**Business Services & Support**	**Operations Excellence Manager**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Salary	**$78,582.00 - $124,093.00**	**August 21, 2026**

The Operations Excellence Manager plans, organizes, manages, and reviews the work of professional and technical staff in the Operations Excellence Office. Supports the execution of the County's strategic plan through short- and long-term forecasting and operational improvements. Provides leadership and oversight of assigned functions and supervises subordinate staff in accordance with applicable standards.

Job Description

DUTIES AND RESPONSIBILITIES

- Lead the development, design, analysis, facilitation, and communication of the County's strategic plan, aligning performance measures with countywide goals.
- Collaborate with Divisions and Departments to implement performance management programs, including developing missions, services, and meaningful performance measures.
- Assist Divisions and Departments in identifying and analyzing qualitative and quantitative data to support data-driven decision making.
- Create and maintain a vision for transparency and performance reporting systems, including dashboards for internal and public use.
- Build and update frameworks and processes for setting goals, managing timelines and resources, and leveraging communication tools such as webpages, databases, dashboards, and social media.
- Recommend and facilitate implementation of strategic plan changes to improve workflow, simplify procedures, and reduce costs.

- Develop and conduct Countywide training programs related to performance measurement and strategic planning.
- Plan, prioritize, assign, supervise, train, and review the work of assigned staff.
- Lead cross-government collaboration with city, county, and state organizations to benchmark data and share performance best practices.
- *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 Business Management, Business Administration, Public Administration, Organizational Behavior, Economics, or a related field.
- Nine (9) years or work experience in performance measurement, organizational behavior, economics and/or project management.
- Two (2) years in a managerial position.

*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

- Duties are performed indoors in a temperature-controlled office environment.
- Employee must be able to organize and prioritize tasks, analyze data, interpret rules and regulations, and communicate effectively.
- Employee must be able to perform sedentary work with some bending, reaching, lifting, and twisting as needed.
- Work is primarily sedentary and performed on dry, even surfaces such as carpet or tile.

- Employee works independently and also collaborates with teams or workgroups.
- Position may require extended periods of sitting, use of hands and fingers for typing, and regular interaction with digital screens.

EQUIPMENT, TOOLS AND MATERIALS

- Equipment used includes a computer, telephone, calculator, printer, copier, and fax machine.
- Materials handled include reports, spreadsheets, charts, forms, office supplies, and writing instruments.
- Employee must coordinate hand and eye use to operate office equipment and manage data entry tasks accurately.