Human Resources
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Operations Manager

JOB CODE	JOB FAMILY	PROFILE
JCM336	**Business Services & Support**	**Operations Manager**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Salary	**$69,451.00 - $109,720.00**	**November 8, 2026**

The Operations Manager oversees daily operations, staff, and strategic initiatives across multiple departments. This role ensures efficient delivery of services, manages administrative, financial, and customer service functions, and supports department leadership with planning, budgeting, and special projects. The Operations Manager serves as a liaison with internal teams, vendors, agencies, and the public, while tailoring operations to meet the unique needs of each department.

FUNCTIONAL AREAS

BEHAVIORAL HEALTH

The Operations Manager oversees daily operations, staff, and strategic initiatives for Behavioral Health programs. This role ensures efficient delivery of services, manages administrative, financial, and vendor-related functions, and supports department leadership with planning, compliance reporting, and special projects. The Operations Manager serves as a liaison with internal teams, vendors, agencies, and the public, while tailoring operations to meet the specific needs of behavioral health and substance use treatment programs.

CONSTITUENT AND SUPPORT SERVICES

The Operations Manager oversees daily operations, staff, and strategic initiatives for the Constituent and Support Services Department. This role ensures efficient delivery of internal and public-facing services, manages administrative, financial, and design operations, and supports leadership with planning, budgeting, and special projects. The Operations Manager serves as a liaison with internal teams, vendors, agencies, and the public, while tailoring operations to meet printing, graphics, and business center needs.

HUMAN RESOURCES

The Operations Manager oversees daily operations, staff, and strategic initiatives within the Human Resources Department. This role ensures efficient delivery of services, manages administrative, financial, and project coordination functions, and supports HR leadership with budgeting, special initiatives, and departmental planning. The Operations Manager serves as a liaison with internal teams, vendors, agencies, and the public, while tailoring operations to meet Human Resources needs.

PUBLIC SAFETY

The Operations Manager oversees daily operations, staff, and strategic initiatives within the Public Safety Division. This role ensures efficient delivery of services, manages administrative, financial, and communications functions, and supports leadership across Health and Public Safety with project management and resource coordination. The Operations Manager serves as a liaison with internal teams, vendors, agencies, and the public, while tailoring operations to support emergency response and public health safety goals.

TREASURER'S OFFICE

The Operations Manager oversees daily operations, staff, and strategic initiatives within the Treasurer's Office. This role ensures efficient delivery of tax-related services, manages administrative, financial, and customer service functions, and supports departmental leadership with planning, budgeting, and special projects. The Operations Manager serves as a liaison with internal teams, vendors, agencies, and the public, while tailoring operations to meet the Treasurer's Office's specific regulatory and operational needs.

Job Description

DUTIES AND RESPONSIBILITIES

- Supervise staff and coordinate daily operations to ensure efficiency, service quality, and compliance with department goals.
- Oversee administrative, budgetary, and financial functions; monitor expenditures, prepare reports, and support resource planning.
- Coordinate department-wide and cross-functional projects, ensuring timely and effective implementation.
- Serve as a liaison with vendors, agencies, the public, and other departments; address concerns and promote collaboration.
- Support senior leadership with data analysis, reporting, policy implementation, and strategic planning.
- Manage contracts and procurement activities, ensuring compliance with fiscal policies and procedures.
- Handle confidential and sensitive information with discretion.
- Perform related duties as assigned or required, including coverage for lower-level staff when necessary.
- ***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.***

FUNCTIONAL AREA

BEHAVIORAL HEALTH

- Supervise staff and coordinate daily operations to ensure efficiency, service quality, and compliance with department goals.
- Oversee administrative, budgetary, and financial functions; monitor expenditures, prepare reports, and support resource planning.
- Coordinate department-wide and cross-functional projects, ensuring timely and effective implementation.
- Serve as a liaison with vendors, agencies, the public, and other departments; address concerns and promote collaboration.
- Support senior leadership with data analysis, reporting, policy implementation, and strategic planning.
- Manage contracts and procurement activities, ensuring compliance with fiscal policies and procedures.
- Handle confidential and sensitive information with discretion.
- Perform related duties as assigned or required, including coverage for lower-level staff when necessary.
- Oversee vendor contracts, compliance reporting, and program operations for behavioral health services.
- Coordinate audits, staffing, and resource needs for substance use treatment initiatives.
- ***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.***

CONSTITUENT AND SUPPORT SERVICES

- Supervise staff and coordinate daily operations to ensure efficiency, service quality, and compliance with department goals.
- Oversee administrative, budgetary, and financial functions; monitor expenditures, prepare reports, and support resource planning.
- Coordinate department-wide and cross-functional projects, ensuring timely and effective implementation.
- Serve as a liaison with vendors, agencies, the public, and other departments; address concerns and promote collaboration.
- Support senior leadership with data analysis, reporting, policy implementation, and strategic planning.
- Manage contracts and procurement activities, ensuring compliance with fiscal policies and procedures.
- Handle confidential and sensitive information with discretion.
- Perform related duties as assigned or required, including coverage for lower-level staff when necessary.
- Manage design projects, printing operations, and internal service requests.
- Ensure timely delivery of services to internal departments and the public.

- ***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.***

HUMAN RESOURCES

- Supervise staff and coordinate daily operations to ensure efficiency, service quality, and compliance with department goals.
- Oversee administrative, budgetary, and financial functions; monitor expenditures, prepare reports, and support resource planning.
- Coordinate department-wide and cross-functional projects, ensuring timely and effective implementation.
- Serve as a liaison with vendors, agencies, the public, and other departments; address concerns and promote collaboration.
- Support senior leadership with data analysis, reporting, policy implementation, and strategic planning.
- Manage contracts and procurement activities, ensuring compliance with fiscal policies and procedures.
- Handle confidential and sensitive information with discretion.
- Perform related duties as assigned or required, including coverage for lower-level staff when necessary.
- Supervise administrative and project staff; coordinate internal initiatives and special projects.
- Prepare department budget, monitor expenditures, and manage travel and procurement processes.
- ***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.***

PUBLIC SAFETY

- Supervise staff and coordinate daily operations to ensure efficiency, service quality, and compliance with department goals.
- Oversee administrative, budgetary, and financial functions; monitor expenditures, prepare reports, and support resource planning.
- Coordinate department-wide and cross-functional projects, ensuring timely and effective implementation.
- Serve as a liaison with vendors, agencies, the public, and other departments; address concerns and promote collaboration.
- Support senior leadership with data analysis, reporting, policy implementation, and strategic planning.
- Manage contracts and procurement activities, ensuring compliance with fiscal policies and procedures.
- Handle confidential and sensitive information with discretion.
- Perform related duties as assigned or required, including coverage for lower-level staff when necessary.

- Coordinate special projects across Health and Public Safety functions.
- Assist with communications, procurement, budgeting, and strategic planning support.
- ***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.***

TREASURER'S OFFICE

- Supervise staff and coordinate daily operations to ensure efficiency, service quality, and compliance with department goals.
- Oversee administrative, budgetary, and financial functions; monitor expenditures, prepare reports, and support resource planning.
- Coordinate department-wide and cross-functional projects, ensuring timely and effective implementation.
- Serve as a liaison with vendors, agencies, the public, and other departments; address concerns and promote collaboration.
- Support senior leadership with data analysis, reporting, policy implementation, and strategic planning.
- Manage contracts and procurement activities, ensuring compliance with fiscal policies and procedures.
- Handle confidential and sensitive information with discretion.
- Perform related duties as assigned or required, including coverage for lower-level staff when necessary.
- Lead tax-related research and customer service; handle payments, delinquencies, bankruptcies, refunds, and property splits.
- Maintain accurate financial records and ensure compliance with property tax regulations.
- Train staff and oversee volunteer interactions.
- ***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 Public Administration, Business Administration, or a related field.
- Six (6) years of work experience in a related field.
- 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.
- In accordance with the Caregivers Criminal History Screening Act (Sections 29-17-1 through 29-17-5 NMSA 1978), all new hires must pass a caregiver criminal history background check. A disqualifying conviction may result in termination or disqualification from hire.

WORKING CONDITIONS

- Work is performed indoors in a temperature-controlled environment.
- Work areas may include carpeted or tiled flooring.
- Work surfaces are typically dry and even.
- Most tasks are performed independently, with or without direct supervision.
- Position requires the ability to meet multiple deadlines.
- Flexible work hours may occasionally be required.

EQUIPMENT, TOOLS, AND MATERIALS

- Common office equipment used includes telephones, computers, printers, photocopiers, fax machines, calculators, and related peripherals.
- Materials handled may include documents, files, forms, reports, and general office supplies.