Human Resources
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Performance and Data Manager

JOB CODE	JOB FAMILY	PROFILE
JCM403	**Legal & Compliance**	**Performance and Data Manager**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Salary	**$78,582.00 - $124,093.00**	**September 28, 2026**

The Performance and Data Manager oversees daily operations for data collection, compilation, analysis, and reporting across all behavioral health programs and services within the division. This role implements business strategies related to data architecture, governance, standards, best practices, and policies, and coordinates performance management to support data-driven decision-making for the Behavioral Health Authority Division. The manager develops and maintains reports, dashboards, and webpages, and works collaboratively with the Office of Quality Management on quality improvement initiatives and contract compliance activities. The position also directs staff to ensure performance, productivity, quality standards, fiscal management, and adherence to all federal, state, and local policy guidelines. Responsibilities include hiring, training oversight, performance assessment, coaching, disciplinary actions, and terminations.

Job Description

DUTIES AND RESPONSIBILITIES

- Manages and supervises Data Analysts and staff assigned to the Office of Data Collection, Reporting, and Analysis. Develops program policies, procedures, and work standards for behavioral health service projects, including performance management, monitoring, data collection and analysis, customer surveys, contract compliance, and strategic improvement.
- Provides technical support and mentoring for data analysis tools, including Microsoft Excel, Microsoft Power BI, Tableau, and SQL-based queries.
- Develops, gathers, and assesses information in compliance with all local, state, and federal laws and regulations.

- Provides technical services on procedures and work standards involving behavioral health services, including evaluation and preparation of proposals and funding requests; processing payment and reimbursement requests; preparing and routing contracts for approval; and monitoring agency compliance.
- Develops and administers a comprehensive and systematic plan; implements improvement initiatives; and reports on results.
- Develops performance measures for prevention, treatment, and recovery services related to behavioral health programs.
- Establishes guidelines for identifying and implementing key behavioral health quality performance measures to support departmental operations and funding decisions.
- Provides technical assistance and serves as a county liaison with outside agencies to improve and expand behavioral health service functions. Coordinates and collaborates with other professional staff within the County and serves on committees, task forces, and evaluation or negotiation teams as assigned.
- Identifies and conducts feasibility and demographic impact analyses of behavioral health service programs and projects. Facilitates activities to address behavioral health service needs in Bernalillo County.
- Provides business analysis related to operational reviews, scheduling support, system solutions, and interpretation of metrics for division customers.
- Develops and tracks data to support the creation of evidence-based measures that improve services for division clients.
- Plans, develops, and administers contract monitoring and compliance activities related to performance.
- *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 Administration, Computer Science, Information Technology, or a related field.
- Nine (9) years of work experience in general management, project management, performance measurement, program or data analysis, contract oversight or budgeting.
- Two (2) years in a managerial or 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

- Perform duties indoors in a temperature-controlled environment.
- Work on even, typically dry surfaces, including concrete, tile, or carpet.
- Work both independently and with groups, sometimes without direct supervision.
- Work varying shifts and schedules, including days, swings, nights, and weekends, as needed to meet departmental requirements.

EQUIPMENT, TOOLS, AND MATERIALS

- Use typical office equipment, including phone, computer, printer, copy machine, and fax machine.
- Handles a variety of materials and products, including files, forms, reports, various documents, and basic office supplies.