Human Resources
505.468.1500
415 Silver, 5th Floor
Albuquerque, New Mexico 87102
HR@bernco.gov
www.bernco.gov

Permit Processing Services Manager

JOB CODE	JOB FAMILY	PROFILE
JCM345	**Planning, Development & Protection**	**Permit Processing Services Manager**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Salary	**$69,451.00 - $109,720.00**	**January 26, 2026**

The Permit Processing Services Manager oversees the department's application permit procedures. Coordinates the issuance of business licenses, home occupation permits, street addresses, and related matters. Ensures applications are properly completed and assigned to the appropriate department or section for review and approval. Ensures application data for permits, inspections, addresses, and other department functions are properly entered into the department's computer system and updated as necessary. Supervises employees, including hiring, training, performance assessment, coaching, disciplinary actions, and terminations.

Job Description

DUTIES AND RESPONSIBILITIES

- Supervise operations of the department's zoning, building, and planning applications and permit process.
- Assist contractors, architects, engineers, homeowners, and others with department application procedures.
- Coordinate the issuance of business licenses, home occupation permits, street addresses, and related matters.
- Ensure that applications are properly completed and assigned to the appropriate department or section for review and approval.
- Supervise all cashiering functions to ensure funds are processed and accounted for in compliance with Treasury policies.
- Ensure that application data for permits, inspections, addresses, and other department functions are properly entered into the department's computer system and updated as necessary.

- Review application and permit procedures and recommend improvements where needed.
- Address code violations, identify compliance issues, and collaborate with constituents and staff to resolve them.
- Perform internal audits on applications and permits; assist with external audits and address findings.
- Work closely with the Building Official, Zoning Enforcement Manager, and Planning Manager to ensure that applications and permits are consistent with County building, zoning, and planning regulations and that databases are properly maintained.
- ***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 Community Planning, Public Administration, or related field.
- Six (6) years of work experience in supervising work reports and procedures of zoning inspectors, and instructing zoning and building inspectors on procedures necessary for enforcement of zoning regulations.
- 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:

- Employee must successfully complete the post-offer employment medical examination and background investigation.
- This position is safety-sensitive. Employment is subject to pre-employment and random drug testing in accordance with all terms and conditions of federal and state rules and regulations regarding alcohol and/or drug testing.
- Employee must comply with the safety guidelines of the County.
- Employee must have a valid New Mexico driver's license by the employment date and maintain a valid New Mexico driver's license while employed in this position.
- Employee must complete required FEMA training(s) as assigned to the position.
- Employee must complete required supervisor classes if applicable.
- Employee must be able to perform the physical demands required for fieldwork.

WORKING CONDITIONS

- Duties are performed primarily indoors; however, there may be occasional site visits required.
- Indoor duties are performed in a temperature-controlled environment. Worker is exposed to natural weather conditions while performing outdoor duties.
- Worker is exposed to occasional vibration and noise factors while performing building inspection duties at construction sites.
- Indoor duties are performed on even surfaces, which may be carpet, tile, or concrete, and may be either wet or dry. Outdoor duties may be either wet or dry and may be performed on even or uneven surfaces, which may be wet or dry. Outdoor duties may be performed on surfaces such as concrete, asphalt, natural ground, ice, snow, gravel, or shingled roofs. Stairs, ladders, and scaffolding may be used in the performance of outdoor duties.

EQUIPMENT, TOOLS AND MATERIALS

Worker uses a variety of office machines, including a mainframe computer, copiers, and other office machines and communication devices.

Worker uses a wide variety of work aids, including construction documents, books, binders and files, architectural scales, calculators, and cameras.

A County vehicle is used on an as-needed basis.