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Program Coordinator

JOB CODE	JOB FAMILY	PROFILE
JCP231	**Business Services & Support**	**Program Coordinator**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Salary	**$54,018.00 - $85,363.00**	**November 8, 2026**

The Program Coordinator performs administrative and educational work in the planning, development, and implementation of assigned programs. Develops, organizes, administers, and evaluates program activities and services. Provides technical guidance to program staff, departments, community members, and program participants. Coordinates one or more specialized programs in compliance with federal and state laws, as well as department policies and procedures. Trains and evaluates staff and volunteers, monitors performance, ensures accurate and timely data entry, and reports deficiencies in program-related data.

FUNCTIONAL AREAS

BEHAVIORAL HEALTH

The Program Coordinator implements, coordinates, and supervises the delivery of services within the Behavioral Health Division. Ensures services align with program goals and supports residents' behavioral health and housing needs. Oversees day-to-day operations, collaborates with service partners, and monitors program effectiveness.

BERNALILLO COUNTY SHERIFF'S OFFICE (BCSO)

The Program Coordinator manages operations for the Behavioral Health Unit (BHU) within the Bernalillo County Sheriff's Office. Coordinates communication between BHU and community-based healthcare providers. Conducts initial client interviews, determines therapeutic needs, and facilitates appropriate referrals. Supports individuals in crisis and assists crime victims and their families. Reviews and assesses criminal cases to ensure appropriate behavioral health support.

COUNTY MANAGER

The Program Coordinator manages a variety of administrative and program management tasks in support of the operations of programs. This includes planning and organizing programs and activities in assigned areas where they will need to plan, implement assigned programs with strict deadlines while staying within constraints by utilizing resources effectively. Facilitates the effective management of programs according to the organization's standards.

ECONOMIC DEVELOPMENT

The Program Coordinator plans, develops, implements, and evaluates economic development programs. Provides guidance to program staff, departments, community partners, and participants. Coordinates one or more specialized programs in accordance with applicable laws and departmental procedures. Ensures timely data entry and reporting and identifies deficiencies in program data or performance.

FLEET AND FACILITIES

The Program Coordinator provides specialized program support for Fleet and Facilities operations. The position supports vehicle, equipment, building asset, maintenance, materials, compliance, operational technology, and replacement programs.

OPERATIONS & MAINTENANCE

The Clean Community Coordinator plans, schedules, and manages clean-up projects, trail maintenance, and roadway right-of-way activities within the county. Prioritizes the cleanup of illegal dumping sites. Prepares reports, correspondence, and budget summaries. Maintains program records and responds to 311 complaints. Directs the Community Clean Crew and supervises court-assigned service workers. Coordinates with court staff and external agencies to ensure compliance with court orders and maintain program records.

PARKS AND RECREATION - ADMINISTRATION

The Program Coordinator performs administrative and operational coordination for Parks, Recreation & Open Space by supporting financial, workforce, and business operations. Serves as a departmental liaison to internal departments and external partners, facilitating communication, coordination, and alignment with organizational goals.

Job Description

DUTIES AND RESPONSIBILITIES

GENERAL

- Plan, develop, and implement assigned programs and activities in support of departmental operations.
- Develop, organize, administer, and evaluate assigned programs and functions to ensure efficiency and compliance with departmental policies.
- Provide guidance, technical expertise, and support to program staff, other departments, community members, and program participants.

- Coordinate one or more specialized programs, ensuring alignment with Federal and State laws as well as departmental policies and procedures.
- Train and evaluate educational services staff members, volunteers, and program participants; monitor performance and provide feedback for improvement.
- Ensure timely entry, updating, and accuracy of program data; report deficiencies and coordinate corrective actions.
- Assist in the development and implementation of program policies, procedures, and improvement initiatives.
- Prepare reports, proposals, schedules, and other documentation related to program performance and compliance.
- Facilitate communication and collaboration with internal and external stakeholders to promote program objectives and participation.
- Support the planning and execution of events, meetings, or educational activities associated with assigned programs.
- Maintain knowledge of applicable laws, regulations, and departmental procedures; ensure program compliance.
- Handle sensitive and confidential information in accordance with privacy requirements.
- ***The above information outlines 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 AREAS

ASSESSORS

- Receive, analyze, process, and maintain a variety of documents and forms related to the Value Freeze Program to ensure all submissions meet requirements and are processed accurately.
- Train personnel to ensure all work complies with accepted procedures and standards.
- Analyze program operations and performance standards to develop new forms or revise existing procedures as needed.
- Review appraisal work for correctness and accuracy of values, especially for amended tax bills.
- Assist the public, government agencies, and others by resolving questions related to authorized assessments.
- Establish and maintain official documents and internal records in appropriate files.
- Research, compile, and analyze data to develop reports; coordinate or prepare technical and statistical reports.
- Respond courteously and professionally to inquiries in person, in writing, or by telephone; provide information within scope or refer to supervisors or other personnel when necessary.
- Handle routine inquiries and calls on behalf of the program; address more complex issues with delegated authority from supervisors.
- Inform department supervisors of any complications, changes, or adjustments in assessed values.

- Maintain records related to daily transactions and business activities of the department.
- Incumbent(s) in this classification may handle sensitive and confidential records, plans, documents, or decisions, requiring strict confidentiality.
- ***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.***

BEHAVIORAL HEALTH

- Oversee, monitor, and evaluate contracted service providers; conduct site visits and make recommendations regarding agency performance.
- Manage all service contracts and agreements across focus areas; provide guidance and instructions to contractors.
- Interpret regulatory requirements and ensure compliance; conduct interviews with service provider staff as needed.
- Investigate complaints related to non-compliance; provide guidance on corrective actions and the completion of Quality Improvement Plans. Maintain graphs, charts, and summaries of site visit findings.
- Assist in preparing the department budget; conduct research and draft regular reports as assigned.
- Prepare agenda items for monthly provider meetings, subcommittee meetings, quarterly meetings, conferences, summits, and other relevant internal and external engagements.
- Prepare official reports and maintain public information updates for county web pages.
- Assist management in issuing, interpreting, and recommending updates to operating policies; suggest improvements to workflow, procedures, and cost controls to enhance departmental efficiency.
- Review and update policies, procedures, rules, and regulations relevant to Behavioral Health programs and services.
- Establish and maintain official documents and records in both manual and electronic filing systems.
- Compile and analyze data to identify trends and measure program outcomes.
- Support program and project oversight; maintain program files.
- Draft, review, and respond to correspondence.
- Maintain confidentiality when handling sensitive or confidential records, plans, documents, or decisions.
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BEHAVIORAL HEALTH - ADMINISTRATION

- Serve as the primary resource for Behavioral Health office operations, including purchasing, budgeting, timekeeping, scheduling, and HR tasks, such as requisitions, approvals, and onboarding.
- Coordinate training needs assessments to support staff development and enhance skills, knowledge, and abilities aligned with departmental goals.
- Track, collect, record, and report program data accurately and timely as requested.
- Serve as liaison between the Behavioral Health department and Bernalillo County Human Resources.
- Support recruitment and application processes for departmental staffing.
- Assist in preparing the department budget; conduct research and prepare draft reports as assigned.
- Establish and maintain official department documents and records, both electronic and manual.
- Facilitate communication and maintain correspondence; support cooperative planning within the department and with external stakeholders.
- Research, analyze, and compile data from internal and external sources; present preliminary findings for supervisory or management review.
- Perform grant management support including identifying opportunities, setting up grants in the financial system, monitoring expenditures for compliance, collecting operational data, and submitting required reports.
- Design, organize, and maintain detailed and accurate databases, files, and records; verify data accuracy and research discrepancies.
- Track, record, and reconcile employee leave including sick, annual, holidays, and personal holidays.
- Handle sensitive and confidential information with discretion and maintain confidentiality as required.
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BEHAVIORAL HEALTH - TINY HOME VILLAGE

- Plan, organize, implement, and evaluate the activities and operations of the Tiny Home Village (THV).
- Train and evaluate program staff and volunteers; monitor performance to ensure quality service delivery.
- Perform administrative tasks essential to the daily operations of the THV.
- Serve as a liaison between the THV and local, state, and community agencies; facilitate meetings and service coordination for clients.
- Maintain a high level of customer service for residents of the THV.
- Coordinate with contracted staff and community volunteers to support THV programs, as directed by the THV Manager.
- Ensure security personnel, contractors, and staff are scheduled and managed to maintain adequate coverage at the THV.

- Monitor, maintain, and report data and program activities associated with the THV.
- Prepare and submit incident reports, operational reports, and process improvement recommendations as requested by the THV Manager.
- Monitor department resources used at the THV; maintain inventory of supplies and items distributed to residents.
- Track, collect, record, and report program data as required.
- Inform clients and visitors about available services at the THV; promote and facilitate access to those services.
- Handle sensitive and confidential records, documents, and decisions with discretion and in accordance with applicable privacy standards.
- Perform other related duties as required or assigned. Duties may vary based on program needs and staffing.
- ***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.***

BCSO - BEHAVIORAL HEALTH UNIT COORDINATOR

- Assist the BHU Clinical Supervisor with daily logistics and operations.
- Coordinate with internal departments, stakeholders, and external partners to enhance service delivery through collaborative communication and activities.
- Identify and support the development and maintenance of memorandums of understanding (MOUs) with agencies and service providers.
- Generate reports detailing key performance indicators and unit metrics; identify gaps in service.
- Conduct fiscal impact analyses, cost/benefit evaluations, and program assessments to support special projects related to system development, performance monitoring, data systems, strategic improvements, and project documentation.
- Interview clients and review case histories to assess case management needs; analyze violent crime data related to homicide, interpersonal violence, child abuse, sexual assault, and domestic violence/stalking.
- Contact victims of violent crimes to provide information on legal processes and available resources.
- Assist clients with completing and filing protective orders; attend protective order hearings and other court proceedings as needed.
- Collaborate with community agencies and assist clients with scheduling and connecting to support services.
- Coordinate services for clients, including family support, justice system involvement, and community-based resources.
- Transport or coordinate transportation for clients to appointments and community providers.

- Document and report case management activities accurately and in a timely manner; maintain detailed case notes and records.
- Prepare case files for periodic review and quality assurance assessments.
- Perform program-related duties in residential, community-based, and jail-based settings.
- Initiate referrals for services such as medical or psychological evaluation and treatment.
- Serve as a liaison between the Sheriff's Office and partner agencies, including prosecutors, hospitals, courts, outreach programs, and justice-related services.
- Attend professional meetings and training sessions to stay current with practices and trends relevant to the role.
- Participate in an on-call rotation based on departmental needs.
- Handle sensitive and confidential records, documents, and decisions with discretion and in accordance with applicable privacy standards.
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COMMUNITY SERVICES

- Lead and facilitate collaborative processes among diverse stakeholders to develop, implement, and coordinate programs and services for children, youth, adults, families, and the broader community.
- Administer and monitor program contracts, demographic and performance data, and related documentation for accuracy and compliance.
- Analyze and summarize data for reporting, evaluation, budgeting, and program development.
- Oversee program budgets and contracts, ensuring fiscal compliance and serving as the primary contact for assigned service areas.
- Coordinate and conduct site visits to assess program delivery and contractual compliance.
- Plan, schedule, and facilitate stakeholder meetings, workshops, and trainings.
- Prepare, update, and revise reports, procedures, and documentation in support of program goals and operational needs.
- Support supervisory staff with operational and programmatic activities across assigned service areas.
- Oversee the hiring process and supervise assigned personnel.
- Coordinate staff development and training, ensure credential compliance, and evaluate performance.
- Maintain confidentiality of sensitive or protected information as required by law and policy.
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COUNTY MANAGER

- Research, manage, coordinate, and oversee different programs in assigned areas.
- Monitor approved expenditures of a program; prepare financial statements (if applicable) and may maintain contracts for their organizations as well as maintain records pertaining to activities in that particular area.
- Work with internal and external stakeholders.
- Support planning and coordination of a program and its activities.
- Ensure implementation and compliance of policies and practices.
- Maintain budget and track expenditures/transactions.
- Manage communications through media relations, social media etc.
- Help build positive relations within the team and external parties.
- Schedule and organize meetings/events and maintain agenda.
- Ensure technology is used correctly for all operations (video conferencing, presentations, databases, etc.,).
- Prepares paperwork and orders material.
- Keeps updated records and create reports or proposals.
- Support growth and program development.
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COUNTY MANAGER - OFFICE OF COMPLIANCE

- Coordinate, schedule, and support all Code of Conduct Ethics trainings for the Chief Compliance Officer; compile and prepare training materials.
- Manage the Informal Hearing process in collaboration with the Housing Department by coordinating hearings (virtual, telephonic, in-person), confirming attendance, archiving hearing records, and supporting the Hearing Officer with drafting legal documents.
- Ensure timely delivery of hearing decisions and maintain statistics to support compliance with Housing Administrative Instructions.
- Provide full administrative and logistical support to the Code of Conduct Review Board, including scheduling, maintaining official records (agendas, minutes, transcripts), preparing required notices and reports, and serving as liaison between board members, staff, and the public.
- Receive, log, and process inquiries and sworn complaints related to the Code of Conduct. Prepare required notices, correspondence, and resolutions; refer complaints to appropriate internal departments or external agencies for follow-up.

- Process and coordinate all liquor license applications and hearings. Prepare public notices, schedule hearings, notify applicants and internal stakeholders, and serve as liaison to the NM State Alcohol Gaming Hearing Officer. Draft approval letters on behalf of the Chief Compliance Officer.
- Maintain the confidential calendar of the Chief Compliance Officer, including meetings, briefings, fact-finding sessions, and hearings.
- Provide administrative support by managing inquiries, coordinating office services, and maintaining confidential filing and reporting systems.
- Research and analyze data to support the Chief Compliance Officer's priorities, including preparation of reports, memos, contracts, spreadsheets, and other confidential materials.
- Support high-level interdepartmental coordination and serve as the point of contact for public inquiries related to the Code of Conduct.
- Maintain accurate and secure documentation in accordance with records management policies and confidentiality requirements.
- Collaborate with other County departments and provide assistance on cross-functional projects and compliance-related matters.
- Maintain confidentiality of sensitive documents, records, and decisions.
- ***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.***

CRIMINAL JUSTICE INITIATIVES

- Assist in managing Criminal Justice Initiatives and broader priorities of the CJBHI office and the Criminal Justice Coordinating Council. Develop systems for managing program data and related administrative information to achieve office and Council goals.
- Serve as a point of contact to facilitate communication, maintain correspondence, coordinate cooperative planning, analyze data, and foster positive working relationships among contracted partners and stakeholders.
- Research, analyze, and compile data from internal and external sources on assigned topics; present preliminary findings for review by supervisors or management; assist in feasibility and impact analyses of criminal justice initiatives and projects.
- Plan, coordinate, and provide administrative, technical, and programmatic support for daily management of areas such as human resources, accounting, budgeting, purchasing, and office management; review and recommend policy and procedure improvements.
- Coordinate special projects as delegated by supervisors.
- Assist in developing, revising, and overseeing criminal justice initiatives contracts and agreements; ensure budgeting accuracy and timely payment; maintain contract files and databases.
- Manage contractor compliance and reporting.

- Provide technical support on procedures and work standards, including evaluation and preparation of proposals and funding requests; oversee contract preparation and approval routing.
- Serve as liaison or staff representative at meetings and committees; prepare agendas, informational packets, public notices, and take and post minutes and actions in compliance with laws and ordinances.
- Act as primary resource for CJBHI office functions, including purchasing, budgeting, timekeeping, scheduling, and HR tasks using NEOGOV (e.g., requisitions, approvals, onboarding).
- Manage office communications including drafting content and assisting with multimedia publications (social media, web, GovDelivery), presentations, and general updates.
- Coordinate and communicate with management and staff from other departments, divisions, and agencies; assist with budget development and review for office operations and initiatives.
- Perform grant management duties: vet opportunities, set up grants in financial systems, monitor expenditures and compliance, gather operational data, and submit reports per grant requirements.
- Oversee design, organization, and maintenance of detailed databases, files, and records; verify accuracy, research discrepancies, and document information.
- May train lower-level staff and interns.
- Prepare resolutions, agenda items, and other documents for presentation and adoption by the Board of County Commissioners.
- Receive, process, and respond to public records requests, complaints, and other information requests; research and organize information; ensure timely responses.
- Research, interpret, and ensure compliance with applicable laws, codes, rules, regulations, and County guidelines related to assigned responsibilities.
- Organize work, prioritize tasks, and meet critical deadlines.
- Handle sensitive and confidential records, documents, and decisions with strict confidentiality.
- ***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.***

ECONOMIC DEVELOPMENT

- Provide administrative support by responding to department inquiries and coordinating office services; serve as the department's Records Liaison and maintain filing and reporting systems.
- Prepare and send invoices for project-related fees, including application fees, annual fees, and Payments in Lieu of Taxes (PILT).
- Draft, edit, format, and prepare documents such as reports, memorandums, spreadsheets, proposals, contracts, and other confidential documents related to department functions.
- Monitor and administer program budgets and contracts to ensure fiscal compliance.

- Schedule, plan, and facilitate meetings, workshops, and trainings.
- Respond to IPRA (Inspection of Public Records Act) requests on behalf of the department; ensure all responses comply with New Mexico statutory deadlines as outlined by the Attorney General.
- Manage contracts and agreements across all departmental focus areas; provide guidance and instruction to contractors.
- Track and complete work orders and related documentation.
- Recommend and participate in implementing department strategic goals and objectives; establish service schedules and methods; assist in developing policies and procedures.
- Generate summaries, analyses, and reports using SAP.
- Represent the department at community events and serve as a liaison to advisory committees, boards, and community advocacy groups to promote department programs and services.
- Handle sensitive and confidential records, documents, and decisions with discretion and in accordance with applicable privacy standards.
- ***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.***

FINANCE

- Organize daily staff activities and oversee work performance. Provide intermittent supervision of county liaisons to ensure compliance with audits, asset tagging, and surplus disposition processes.
- Assist in developing technical specifications for professional service Requests for Proposals (RFPs) and specifications for products solicited through formal bids.
- Coordinate and assist in training Bernalillo County liaisons, elected officials, and managers on asset management policies, procedures, state statutes, and county administrative instructions.
- Support the re-engineering and development of countywide audit procedures used by various departments including the Metropolitan Detention Center, MATS, public safety, and administration.
- Aid in the development and implementation of systems to track assets referenced across multiple programs, including automated asset management software.
- Monitor distribution of printed materials from the Asset Management Section, order materials according to inventory benchmarks, and charge programs for usage.
- Monitor departmental and program compliance with federal regulations, state statutes, Homeland Security procedures, and other relevant asset management requirements.
- Coordinate and conduct fixed asset physical inventory verification audits annually or as required; perform follow-up audits to resolve discrepancies and close out findings.
- Assist the Fixed Asset Manager with the declaration, advertisement, and sale of surplus equipment and vehicles to government entities or via auction, ensuring accurate paperwork and compliance with state laws.

- Coordinate vehicle registrations, heavy equipment registrations, and vehicle titles with the State Motor Vehicle Department.
- Support coordination of asset tagging, transfers, and surplus disposition for county computers and other IT equipment.
- Handle sensitive and confidential records, plans, documents, or decisions, maintaining strict confidentiality.
- ***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.***

FLEET AND FACILITIES

- Administers Fleet and Facilities operational systems and maintains accurate records for vehicles, equipment, building assets, work orders, preventive maintenance, materials, billing, assignments, service history, and operational status.
- Supports Fleet operational technology programs, including telematics, vehicle-access systems, fuel-management systems, charging systems, and related data platforms. Maintains system records, user access, asset assignments, subscriptions, exception reports, data accuracy, and management reports.
- Supports vehicle pool, claims, citations, incident documentation, and other Fleet programs requiring system coordination, reporting, records management, customer support, and follow-up.
- Supports Fleet asset-control activities, including vehicle readiness, make-ready tracking, unit status, assignment changes, reassignment documentation, decommission support, replacement transitions, and related records.
- Supports County fuel operations, including fuel-system records, inventory reconciliation, delivery and dispensing documentation, site monitoring, alarm and exception tracking, inspection readiness, vendor coordination, corrective-action follow-up, and compliance records management.
- Coordinates materials and supply controls, including receiving documentation, inventory support, warranties, returns, stock-level reporting, and vendor follow-up.
- Provides procurement support for vehicles, equipment, building systems, materials, maintenance services, and operational programs, including specifications, quotes, purchase requests, delivery tracking, invoice review, and supporting documentation.
- Maintains lifecycle, condition, utilization, ownership, and cost data to support replacement planning, maintenance decisions, asset utilization, and operational reporting.
- Supports Facilities asset and maintenance programs by tracking preventive and corrective work for building systems, grounds, and infrastructure; monitoring service requests, work-order status, deficiencies, and asset condition.
- Supports Facilities compliance and service programs by tracking inspection, testing, and maintenance records for building systems, including HVAC, electrical, plumbing, elevators, generators, fire/life-safety systems, access-control systems, and other critical facility infrastructure. Coordinates service documentation, deficiency follow-up, warranty records, vendor response, and management reporting to support safe, reliable, and compliant facility operations.

- Coordinates contracted maintenance, inspections, and service documentation for building systems and equipment; follows up on incomplete work, warranty issues, recurring deficiencies, and vendor performance concerns.
- Tracks utility use, maintenance costs, service trends, and facility condition data to support budgeting, replacement planning, operational decisions, and management reporting.
- Supports compliance activities related to inspections, corrective actions, records management, and maintenance documentation.
- Coordinates with Fleet and Facilities staff, County departments, vendors, Risk Management, Legal, and other stakeholders to resolve operational, maintenance, asset, billing, claim, and customer-service issues.
- Assembles supporting records for audits, investigations, procurement actions, claims, management review, and other County business purposes.

GENERAL SERVICES

- Administer all aspects of the Unclaimed Indigent Cremation Program in compliance with state statutes, federal, state, and local laws and regulations.
- Ensure proper and timely communication and document processing to handle burial and cremation arrangements with sensitivity, confidentiality, and respect, often interacting with family members of the deceased.
- Manage mass burial arrangements for unclaimed cremated remains, including preparing contracts and legal documentation, determining program eligibility, and researching and coordinating with agencies such as Social Security Administration, mortuaries, cemeteries, and the Veterans Administration.
- Ensure timely and accurate processing of records and financial documents, including next-of-kin research, cost verification, expenditure documentation, and resolving issues raised by external agencies.
- Review and update the Unclaimed Indigent Cremation Program website to ensure accuracy and compliance with current policies and procedures.
- Generate summaries, analyses, and reports to support program operations and improvements.
- Develop and recommend process improvements for ongoing program efficiency and effectiveness.
- Serve as the primary point of contact for all internal and external inquiries related to the program, including delivering formal presentations to external agencies and overseeing program initiatives.
- Assist in the implementation of short- and long-term goals, objectives, policies, and procedures for the program.
- Ensure program policies and procedures remain current, efficient, and aligned with County policies, state laws, and statutes.
- Represent the department or County on relevant committees and at meetings as required.
- Handle sensitive and confidential records, plans, documents, or decisions with strict confidentiality.
- ***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.

GENERAL SERVICES - (PROCUREMENT & BUSINESS SERVICES (TRAVEL COORDINATOR))

- Review, monitor, audit and approve travel requests and documents for adherence with County policies and procedures.
- Provide technical support on travel matters ensuring timely and accurate processing of travel payments, advances and reimbursements which includes but is not limited to: research and verification of travel costs; ensuring financial institutions have appropriate documents for travel authorizations for access to T-cards; authorization and distribution of T-cards; troubleshooting situations involving travel requests/costs with internal and external parties; and responding to travel administration inquiries from external and internal personnel.
- Generate summaries, analyses and reports related to travel using SAP.
- Develop and propose recommendations for the travel pre-approval workflow process. Monitor workflow and provide updates and orientations to travel liaisons. Set up new users and coordinate with all department liaisons to ensure timely and accurate communication regarding the travel processes.
- Ensure timely and accurate processing of payments, and financial reporting as required. 6. Administration, training, and oversight of reconciliation of Travel T-Cards.
- Assist with implementation of short- and long-term goals, objectives, policies and procedures. Ensure travel policies and procedures are efficient and updated in accordance with applicable County policies, State Laws and Statues.
- Represent the department or County on committees or at meetings as necessary.
- Incumbent(s) in this classification may handle sensitive and/or confidential records, plans, documents or decisions that require maintaining confidentiality of sensitive information.
- Any one position may not include all duties listed. However, the allocation of positions will be determined by the amount of time spent performing the essential duties listed above.
- Perform other job-related duties as required or assigned.
- ***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.***

HOUSING

- Serve as the Technology Systems Administrator for the department; provide technical assistance and act as a liaison for departmental technology projects.
- Plan, coordinate, and monitor operations and staff activities related to complex housing subsidy programs.
- Work with management to develop and implement program goals, objectives, policies, and procedures; recommend system improvements and ensure adherence to established standards.
- Evaluate program performance and recommend updates to procedures or systems; assist in developing new program elements and modifications.

- Coordinate and support internal and external audits; prepare and analyze periodic reports, including voucher issuance status; assist with grant proposal preparation.
- Oversee file maintenance, application completeness, and distribution of rental housing availability.
- Interact with staff, landlords, social workers, and clients to address concerns, resolve problems, and share housing-related information across the community.
- Conduct informal hearings and participate in legal proceedings as needed.
- Train and provide technical assistance to departmental personnel; supervise and instruct subordinate staff as assigned.
- Maintain confidentiality of sensitive records and information in accordance with County policy.
- ***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.***

HOUSING - ADMINISTRATION

- Serve as the department's Technology Systems Administrator; provide technical assistance and act as liaison for assigned technology projects.
- Act as Section 504 and Reasonable Accommodation Coordinator; develop and oversee policies and procedures for individuals with disabilities, track and report accommodation requests, and ensure compliance with all applicable federal and state laws.
- Serve as Section 503 Coordinator; ensure compliance with HUD Section 3 guidelines.
- Provide consultation to management on performance, organizational development, and leadership strategies.
- Serve as backup for quality control reviews and HUD program files; prepare, submit, and monitor the HUD Annual and Five-Year Plans.
- In collaboration with senior management, develop and implement community relations strategies, programs, and initiatives.
- Lead community outreach efforts including public information campaigns for target groups, participation in community events promoting rehabilitation grants, and publishing reports on community impact.
- Coordinate department emergency management activities; attend meetings, track training completions, and develop housing-related emergency management protocols in line with county strategies.
- Maintain and update the Continuity of Operations Plan (COOP) for internal and external users through printed materials, outreach events, and other communication methods.
- Evaluate the effectiveness of training programs and recommend improvements as needed.
- Serve on internal and external committees, task forces, evaluation teams, and other collaborative groups as assigned by the Department Director.

- Act as a liaison for various internal and external functions; prepare periodic and summary reports across areas of responsibility.
- Respond to Inspection of Public Records Act (IPRA) requests; ensure timely and accurate submission in compliance with New Mexico statutory deadlines.
- Maintain confidentiality of sensitive records, plans, documents, and decisions in accordance with county policy.
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HOUSING - LANDLORD LIAISON

- Conduct inspections of housing units owned by landlords seeking reimbursement through designated programs.
- Interview landlords to gather necessary information and complete damage-related documentation.
- Collaborate with staff, landlords, social workers, and other stakeholders to resolve complaints; participate in informal hearings and legal proceedings as needed.
- Perform follow-up inspections to verify that required repairs have been completed.
- Assess reported damages to determine eligibility and reimbursement amounts in accordance with program guidelines.
- Enter and maintain accurate data, files, and records; ensure compliance with records procedures and complete required procurement steps.
- Investigate housing condition concerns raised by property owners and recommend appropriate resolutions.
- Lead community outreach efforts, including engagement with neighborhood associations, targeted community groups, and advocacy organizations; attend public events and publish reports highlighting program accomplishments.
- Review, negotiate, and recommend approval or denial of damage claims submitted by landlords.
- Maintain comprehensive records on inspections, maintenance activities, and approved reimbursements.
- Assist in developing, updating, and maintaining program forms, documents, and reports.
- Maintain confidentiality of sensitive records, documents, and decisions in accordance with County policy.
- ***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

- Organize, implement, supervise, and evaluate all aspects of the Summer Intern Program.
- Conduct employability training and create preparatory experiences to build workplace readiness skills that support interns' career growth.

- Coach interns, monitor performance, conduct regular check-ins and site visits, and support interns through challenges to ensure learning and development.
- Maintain detailed records for intern participation, including time worked, weekly performance, training completion, and evaluation data.
- Track, collect, verify, and submit timecard and program data accurately and on schedule.
- Design and implement weekly reflection tools and final closure activities for interns to demonstrate accomplishments and learning outcomes.
- Conduct end-of-program evaluations and submit reports with data, intern records, and recommendations for improvement.
- Collaborate with employer mentors to define intern positions, serve as liaison between interns, mentors, and County staff, and support onboarding and program orientation.
- Assist with intern recruitment, application review, selection, and matching processes.
- Coordinate with County staff and community partners to facilitate effective, culturally responsive coaching and intervention strategies.
- Become familiar with intern job descriptions and work environments to better support success.
- Recommend goals and objectives, establish schedules, and assist in developing or improving program procedures.
- Maintain confidentiality of sensitive or protected information in compliance with County policies.
- ***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.***

LEGAL - INSPECTION OF PUBLIC RECORDS ACT (IPRA)

- Coordinate and manage responses to Inspection of Public Records Act (IPRA) requests to ensure timely and legally compliant distribution of public information.
- Serve as the department's Public Records Custodian; maintain, update, and retrieve files such as applications, inspection records, and other official documents.
- Plan, assign, review, and support the work of staff handling IPRA requests and records management activities.
- Oversee the department's records database and ensure proper documentation practices are followed.
- Plan and track IPRA-related activities within the Planning and Development Services Department; ensure compliance with state laws and County policies.
- Monitor compliance with special use permits; recommend enforcement actions for non-compliance as needed.
- Conduct site inspections to verify permit and code compliance.
- Support special projects and interdepartmental coordination related to planning and permitting processes.

- Compile department data and statistics for reporting, budgeting, and operational planning.
- Monitor project support activities to ensure accuracy, timeliness, and resource efficiency.
- Prepare and present reports to boards, commissions, and other stakeholders; attend public meetings as needed.
- Maintain confidentiality of sensitive records, documents, and decisions.
- ***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.***

METROPOLITAN DETENTION CENTER

- Oversee the inmate detail program, including recruiting, interviewing, screening, selecting, and terminating inmate applicants to maintain operational requirements.
- Respond to inmate inquiries via the kiosk system.
- Conduct and verify background checks, medical evaluations, and security clearances, ensuring inmates meet all applicable policies, procedures, and classification requirements.
- Respond promptly to situations requiring safety and protection of self and others.
- Serve as the key point of contact for inmates; plan and assign work schedules, and coordinate inmate assignments according to security classifications.
- Manage the work detail roster by preparing, maintaining, documenting, and updating assignment changes.
- Collaborate closely with Captains to ensure details are fully and adequately staffed for the safety of employees and the facility.
- Calculate timesheets for inmates; generate, order, and distribute pay sacks accurately according to hours worked and within cell allowance limits.
- Facilitate resolution of complaints, disputes, and conflicts related to inmate detail assignments by engaging with all levels as needed.
- Document violations and terminations of assignments in corresponding databases.
- Create and generate analytical reports on a daily and quarterly basis.
- Handle sensitive and confidential records, plans, documents, or decisions requiring discretion and confidentiality.
- ***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.***

OPERATIONS AND MAINTENANCE - CLEAN COMMUNITY COORDINATOR

- Coordinate and oversee community clean-up and beautification efforts across the County's roadway rights-of-way, medians, trails, and illegal dump sites.
- Serve as a Program Coordinator by supporting planning, organizing, implementing, and evaluating program activities; maintain compliance with policies, safety regulations, and operating procedures.
- Train Community Clean Crews and assign daily, weekly, and monthly maintenance schedules; monitor performance and ensure completion of work orders.
- Respond to 311 complaints, issue work orders, and follow up with completion letters, phone calls, or emails.
- Coordinate with management and the Solid Waste Educational Coordinator to plan community clean-up events and allocate over 100 roll-off containers annually.
- Communicate with internal and external stakeholders including probation officers, court staff, volunteers, and community members to ensure program success and service worker compliance.
- Schedule and lead meetings or events; facilitate communication via media, social media, email, and other channels.
- Operate County vehicles under various weather conditions and work non-standard hours as required (e.g., snow removal or emergency response).
- Maintain landscaped areas by delegating or performing mowing, trimming, watering, planting, weeding, trash removal, fence repair, irrigation maintenance, and general upkeep.
- Inspect project sites to ensure work meets standards; prepare accident and incident reports as needed.
- Provide training on the proper use of PPE, tools, and safety procedures; ensure OSHA compliance and resolve on-site issues.
- Maintain inventory of materials and equipment; manage purchasing with proper credit card use.
- Monitor and track expenditures; generate reports on program performance, including acres maintained and debris removed.
- Draft reports, proposals, schedules, and other documentation; maintain updated and accurate records.
- Support policy development and program improvement efforts in coordination with management.
- Serve on a rotating 24/7 on-call schedule and respond to County-declared emergencies as needed.
- Handle sensitive and confidential information in accordance with privacy requirements.
- ***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.***

PARKS, RECREATION, AND OPEN SPACE - ADMINISTRATION

- Plan, coordinate, and implement administrative, human resources, payroll, and financial support activities for the department.

- Develop, organize, and evaluate program processes to ensure efficiency, compliance, and alignment with departmental goals and objectives.
- Coordinate departmental operations, including staffing activities, personnel processes, scheduling, and resource management.
- Serve as a liaison with internal departments and external stakeholders to support program activities, resolve issues, and facilitate communication.
- Maintain accurate program, operational, and workforce data; prepare reports and documentation to support planning and decision-making.
- Monitor program procedures, records, and compliance requirements; identify deficiencies and coordinate corrective actions.
- Assist with budget administration, purchasing activities, cost center management, and tracking of departmental resources.
- Coordinate meetings, projects, events, and departmental initiatives by managing schedules, documentation, and follow-up activities.
- Provide guidance and technical support to managers and staff regarding administrative processes, systems, and departmental procedures.
- Maintain confidential records and information in accordance with applicable laws, regulations, and County policies.

PARKS, RECREATION, AND OPEN SPACE

- Develop and implement resource management, land health monitoring, and facility plans that preserve the physical, environmental, and cultural integrity of open space properties.
- Coordinate and manage open space projects and activities, working closely with the land management section and other County departments on maintenance and facility improvements.
- Recruit, train, and lead County staff and volunteers in stewardship activities and support daily operations.
- Plan and conduct community outreach programs, educational presentations, and stewardship initiatives to promote conservation, plan implementation, and habitat restoration.
- Design and deliver educational content and promotional materials, including brochures, flyers, and maps; maintain and update open space information on the County website.
- Represent the County at public events and serve as liaison to advisory boards, community groups, and advocacy organizations.
- Maintain records and prepare reports, including volunteer statistics, lease agreements, contracts, and budget summaries.
- Maintain confidentiality of sensitive or protected information in compliance with County policies.
- ***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.

PLANNING AND DEVELOPMENT

- Coordinate special projects and research on planning and development matters. Work with other staff members and related departments or agencies to review permit completeness and progress toward compliance.
- Assist contractors, architects, engineers, property owners and others to ensure compliance with approved permits.
- Maintain and update database for department files, i.e. applications, inspections and other processes and respond as record custodian to requests for public information.
- Monitor and ensure compliance with adopted County regulations.
- Prepare recommendations and take enforcement action for non-compliance.
- Assist in compiling department statistics and other data related to zoning and planning cases, and other information needed for budget preparation and other research purposes.
- Monitor and control all phases of project support to assure accuracy, timeliness, and effective use of resources.
- Conduct site inspections for compliance with various County processes.
- Attend meetings (evening if needed) to present department information.
- Prepare oral and written reports and present to boards and commissions.
- Incumbent(s) in this classification may handle sensitive and/or confidential records, plans, documents or decisions that require maintaining confidentiality of sensitive information.
- Plan, prioritize, assign, review, assist, and participate in the work of staff responsible for records management and IPRA requests. Ensure distribution and compliance with IPRA requests in accordance with State law.
- Act as the Public Records custodian, maintain and update database for department files, i.e. applications, inspections and other processes and respond as record custodian to requests for public information.
- Plan, organize, and coordinate the Inspection of Public Records Act (IPRA) requests and activities of the Planning and Development Services Department.
- Identifies, applies and administers financial grants and other related processes in accordance with grant guidelines, policies and procedures.
- Work with the Director in the development, coordination, promotion and implementation of events and programs with the general public, local businesses, community organizations, and recognized neighborhood associations.
- Assist with administration of community outreach grants to include solicitation of applications, qualification of acceptable applicants, review for compliance with award requirements, and disbursement and accounting of funds in accordance with County procurement procedures.
- Attend monthly community meetings and special events; coordinate activities and assist community groups by working to address concerns. Regularly report community issues to the Director for potential action by the County.

- ***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

- Plan, organize, implement, supervise, and evaluate activities, operations, and policies related to public safety programs.
- Train, evaluate, and monitor performance of educational services staff and volunteers.
- Ensure timely entry and updating of data by program owners; identify and report data deficiencies related to public safety programs.
- Serve as a liaison between Public Safety departments, local, state, and community agencies; facilitate meetings with clients.
- Assist with tracking, collecting, recording, and reporting program data as requested.
- Coordinate with staff to promote public safety programs; assist in soliciting volunteers and donations under the direction of the Special Projects Coordinator.
- Attend committees and meetings; provide administrative support, including record keeping and follow-up with attendees and non-attendees.
- Develop and present media and community awareness programs; speak at meetings, conventions, or workshops as needed.
- Prepare and submit reports, grant applications, professional papers, budget documents, and process improvement suggestions as requested.
- Recommend and assist in implementing goals, objectives, schedules, methods, policies, and procedures to enhance services.
- Monitor and evaluate program performance; recommend and implement modifications to programs and procedures.
- Collaborate with process owners to map, redesign, and implement new processes that improve efficiency and meet program objectives.
- Handle sensitive and confidential records, plans, documents, or decisions with appropriate discretion.
- ***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 - RADIO PROGRAM COORDINATOR

- Plan, organize, implement, supervise, and evaluate activities, operations, and policies related to public safety programs.
- Train, evaluate, and monitor performance of educational services staff and volunteers.

- Ensure timely entry and updating of data by program owners; identify and report data deficiencies related to public safety programs.
- Serve as a liaison between Public Safety departments, local, state, and community agencies; facilitate meetings with clients.
- Assist with tracking, collecting, recording, and reporting program data as requested.
- Coordinate with staff to promote public safety programs; assist in soliciting volunteers and donations under the direction of the Special Projects Coordinator.
- Attend committees and meetings; provide administrative support, including record keeping and follow-up with attendees and non-attendees.
- Develop and present media and community awareness programs; speak at meetings, conventions, or workshops as needed.
- Prepare and submit reports, grant applications, professional papers, budget documents, and process improvement suggestions as requested.
- Recommend and assist in implementing goals, objectives, schedules, methods, policies, and procedures to enhance services.
- Monitor and evaluate program performance; recommend and implement modifications to programs and procedures.
- Collaborate with process owners to map, redesign, and implement new processes that improve efficiency and meet program objectives.
- Handle sensitive and confidential records, plans, documents, or decisions with appropriate discretion.
- ***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.***

TECHNICAL SERVICES - DEVELOPMENT REVIEW

- Assist in developing, modifying, and implementing goals, objectives, schedules, policies, regulations, and procedures related to Development Review programs and services.
- Support operational and program activities by monitoring performance, organizing and prioritizing work, and helping to meet critical deadlines.
- Research, interpret, and ensure compliance with laws, codes, rules, regulations, and County policies relevant to Development Review.
- Establish, organize, and maintain databases; serve as custodian for Development Review official documents, plans, and internal records in both manual and electronic formats.
- Receive, process, and respond to public records requests, complaints, and other information requests in a timely manner.

- Review or assist in reviewing all permit activities assigned to Development Review, including building permits, pool permits, special use permits, conditional use permits, platting actions, grading and drainage plans, and construction plans. Conduct on-site inspections and coordinate reviews with staff and related departments or agencies, ensuring timely and accurate data entry.
- Prepare recommendations and take enforcement actions for permit non-compliance.
- Represent Development Review (or Technical Services as needed) on committees, meetings, and hearings, which may include evening sessions. Prepare and present oral and written reports and respond to inquiries.
- Respond to inquiries and correspondence in person, in writing, or by telephone in a courteous and professional manner; provide information within scope or refer to supervisors or other personnel as needed.
- Assist contractors, architects, engineers, property owners, and developers to ensure compliance with approved permits.
- Research, compile, and analyze data to prepare technical and statistical reports; generate acceptance letters; create or update forms; and maintain public information on County web pages.
- Process or assist with processing Development Review permit fees, requiring proficiency with SAP and Accela software.
- Assist in compiling Development Review statistics and data for financial reports, budget preparation, and other purposes.
- Participate in hiring and provide supervision within assigned areas.
- Coordinate staff training and development to maintain required credentials and certifications.
- Become proficient in all software used by Development Review and perform other related duties as assigned.
- Handle sensitive and confidential records, plans, documents, or decisions with strict confidentiality.
- ***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 a related field
- Two (2) years of work experience as it pertains to the purpose of the positions.

Any equivalent combination of related education and/or experience may be considered for the above requirements.

SUPPLEMENTAL INFORMATION

PREFERENCES

GENERAL

Manage databases, tools, queries, and reports for analyzing, summarizing, and collecting data.

PUBLIC SAFETY - RADIO PROGRAM COORDINATOR

- General Radiotelephone Operator License.
- Manage databases, tools, queries, and reports for analyzing, summarizing, and collecting data.
- Knowledge of vehicle electronic systems, law enforcement vehicle specifications, and FCC codes and regulations.
- Working knowledge and ability to use electronic test equipment and perform repairs.
- Basic knowledge of computer and radio programing, electronic wiring, and related equipment.
- Ability to use the tools and equipment necessary to perform the above duties.
- Ability to establish and maintain effective working relationships with other employees, vendors, and the public.
- Ability to read radio and automotive electrical system block diagrams and schematics.

FLEET & FACILITY MANAGEMENT

- Depending on assignment, employee must have or obtain within nine (9) months from hire date, a valid New Mexico Class A/B Underground Storage Tank operator certificate and maintain the NM UST certificate while employed in this position.

HOUSING - LANDLORD LIAISON

- Basic understanding of Office Suite

BEHAVIORAL HEALTH

- Pursuant to the criminal history screening for Caregivers Act, Section 29-17-1 through Section 29-17-5 NMSA 1978, new hires at Bernalillo County Behavioral Health Services will be required to complete a caregiver criminal history screening for all caregivers.
- Conviction of a disqualifying condition is cause for termination or sufficient reason not to hire if applicant has a disqualifying condition on their record at time of application.

SCREENING AND COMPLIANCE

The offer of this Bernalillo County position requires compliance with the following:

- Successful completion of a post-offer medical examination and background investigation. ■Adherence to all County safety guidelines.
- Completion of required FEMA training(s) assigned to the position.
- Completion of mandatory supervisor training, if applicable.

- 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.

WORKING CONDITIONS

- All essential duties are performed mostly indoors, with some positions performing functions in an outdoor and field setting.
- Duties are performed in a temperature-controlled environment.
- Duties are performed on a dry, even surface, which may be carpeted or tiled.
- Worker often works alone, both with or without directions from supervisor.

EQUIPMENT, TOOLS AND MATERIALS

Equipment typically used in the performance of office duties includes telephone, computer, printer, and copy machine.

Materials and products handled while performing essential duties include files, forms, reports, various other paperwork, and a wide variety of basic office supplies.