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

Quality Assurance Specialist

JOB CODE	JOB FAMILY	PROFILE
JCP323	**Business Services & Support**	**Quality Assurance Specialist**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Salary	**$61,339.00 - $96,866.00**	**August 18, 2026**

The Quality Assurance Specialist ensures compliance with organizational standards by monitoring processes, investigating incidents, and supporting quality improvement efforts. Collaborates with staff and management to uphold policies and enhance service quality.

FUNCTIONAL AREA

EMERGENCY COMMUNICATIONS

The Emergency Communications Quality Assurance Specialist coordinates and identifies issues between the Fire Department and the Communications Department. Assists the EC Training Coordinator in developing training programs on fire and safety topics and supervises personnel as directed.

Job Description

DUTIES AND RESPONSIBILITIES

- Monitors and evaluates processes, services, and products to ensure compliance with established quality standards and regulatory requirements.
- Identifies areas for improvement by analyzing data, performing audits, and reviewing documentation related to quality metrics.
- Collaborates with cross-functional teams to develop, implement, and refine quality control procedures and best practices.

- Documents and reports quality issues, non-conformances, and corrective actions, ensuring timely resolution and continuous improvement.
- Supports internal and external audits by preparing necessary documentation and participating in audit activities.
- Provides training and guidance to staff on quality assurance procedures, standards, and tools.
- Assists in the development and maintenance of quality assurance policies, manuals, and standard operating procedures (SOPs).
- Utilizes software systems to track quality metrics, maintain records, and generate reports for management and regulatory review.
- Stays up to date with industry trends, regulatory changes, and best practices to ensure ongoing compliance and effectiveness of quality initiatives.
- Performs other duties related to quality assurance as assigned, based on organizational needs.
- Handles sensitive and/or confidential records, plans, documents, or decisions, and maintains confidentiality of sensitive information.
- Performs a variety of quality assurance responsibilities; the specific allocation of duties may vary based on the time spent performing essential functions in a given role.
- *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.

EMERGENCY COMMUNICATIONS

- Develops and evaluates departmental programs, policies, practices, procedures, and protocols related to the Medical Priority Dispatch System (MPDS).
- Evaluates MPDS compliance and coordinates with supervisors to ensure adherence to standards.
- Reviews policies, practices, procedures, and protocols for efficiency and effectiveness; recommends changes as necessary.
- Assists Emergency Communications Operators (ECO) Supervisors with operational functions as required.
- Establishes a Continuing Education (CE) program for ECOs to maintain Emergency Medical Dispatcher (EMD) certification.
- Develops and presents a Quality Assurance Case Review program for MPDS.
- Collaborates with the Communications and Fire Department’s Medical Director to develop and maintain the MPDS program.
- Prepares reports on MPDS data collection, analysis, and feedback as needed.
- Attends EMS Authority Committee meetings and other relevant meetings as assigned.
- Assists supervisors in investigating complaints related to emergency communications.
- Maintains the Communications Center’s Master Street Address Guide (MSAG) for the County.

- Acts as a liaison with the Fire Department EMS Captain.
- Performs other job-related duties as required or assigned.
- Provides counseling and feedback to ECOs to improve MPDS compliance.
- Submits MPDS results to support the achievement of a Center of Excellence designation in Emergency Medical and Emergency Fire Dispatch.
- Handles sensitive and/or confidential records, plans, documents, and decisions, and maintains 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

- Graduation from an accredited school of nursing and licensed by the State of New Mexico as a Registered Nurse.
- Three (3) years of clinical healthcare experience.
- Must possess and maintain a Certified Correctional Health Professional (CCHP) Certification or ability to obtain within one (1) year of employment.

EMERGENCY COMMUNICATIONS

- Bachelor’s degree in Emergency Medical Services (EMS) or related field.
- Five (5) years of related work experience in Emergency Medical Dispatch (EMD), plus certification by the State of New Mexico as an EMD, and knowledge of regulations pertaining to proper radio dispatch procedures usage for EMD/EMS.

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

- Essential job duties are performed indoors in temperature temperature-controlled environment.
- The primary work surface is an even, dry, carpeted, or tiled floor.
- Works alone primarily, with or without directions. Works with a group at times, and with a select team at times.
- A flexible work schedule will be required at times.

EQUIPMENT, TOOLS, AND MATERIALS

- Phone, media equipment, computer, fax machine, and copy machine are used in the performance of essential job duties.
- Various forms of paperwork are handled in the performance of essential job duties.