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Quality Compliance Supervisor

JOB CODE	JOB FAMILY	PROFILE
JCM119	**Correctional**	**Quality Compliance Supervisor**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Salary	**$54,018.00 - $85,363.00**	**August 18, 2026**

The Quality Compliance Supervisor is responsible for reviewing and evaluating compliance issues and concerns, and for implementing programs that promote long-term compliance sustainability (ACA, PREA, McClendon, NMAC, etc.) within the Bernalillo County Metropolitan Detention Center (MDC). This position directs, monitors, and reports on compliance efforts on behalf of the County and works with senior management to ensure effective program compliance. Employee supervision responsibilities include hiring, training oversight, performance assessment, coaching, disciplinary action, and termination recommendations.

Job Description

DUTIES AND RESPONSIBILITIES

- Conduct internal reviews and audits to ensure compliance issues are addressed and resolved. Collect, aggregate, and analyze data supporting compliance sustainability at MDC.
- Supervise employees and manage assigned projects; allocate work, train staff, evaluate performance, recommend disciplinary action, and counsel and coach employees.
- Implement compliance procedures to help MDC maintain accreditation and meet ongoing court directive requirements.
- Respond to and ensure that compliance concerns within MDC are appropriately evaluated, investigated, and resolved.
- Collaborate with MDC staff and other departments on compliance matters affecting the health and safety of inmates, staff, and the public.

- Identify, design, and implement improvements in communication, monitoring, or enforcement of compliance standards; develop and enhance quality control procedures.
- Work with staff to develop and deliver effective compliance and sustainability training programs for employees and managers.
- Represent the organization in meetings with stakeholders, elected officials, and other department leadership.
- Oversee preparation of reports related to compliance section activities.
- Respond to and resolve difficult and sensitive public inquiries and complaints.
- *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

- High School Diploma or GED
- Six (6) years of work experience with increasingly responsible administration, compliance implementation, or auditing.

*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

- A majority of essential duties are performed indoors in a temperature-controlled environment.
- Outdoor duties may occasionally be required, and the employee may be exposed to natural weather conditions.
- The employee may be exposed to intermittent noise and vibration, a variety of fumes and odors, contagious diseases, and potentially hostile or dangerous situations.
- Indoor working surfaces are even and may be carpeted or tiled.

- Indoor surfaces are typically dry and may involve the use of stairs.
- Outdoor surfaces may be even or uneven and may be wet or dry.
- Outdoor duties may involve the use of stairs or ladders and may be performed on inclines or hills.
- Outdoor surfaces may include natural ground, asphalt, or concrete.
- Work hazards or potential hazards include those associated with a correctional facility environment, including exposure to noise and situations that could result in serious bodily injury or other health risks.
- The employee may be required to work a flexible schedule.

EQUIPMENT, TOOLS AND MATERIALS

- Equipment typically used to perform administrative duties includes the telephone, computer, fax machine, typewriter, photocopier, and pager.
- The employee may occasionally handle first aid and oxygen equipment.
- Materials and products typically handled include a variety of forms and paperwork, reports, writing utensils, and a wide assortment of standard office supplies.