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Quality Control Manager

JOB CODE	JOB FAMILY	PROFILE
JCM338	**Property & Real Estate**	**Quality Control Manager**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Salary	**$69,451.00 - $109,720.00**	**August 18, 2026**

The Quality Control Manager oversees the daily operations of the Quality Control Department within the County Assessor's Office. Supervises assigned staff including Quality Control Leads, Assessor Technicians I and II, Records and Information Management Specialists, and Audit/Compliance personnel. Manages process reviews, audits, and ensures compliance with procedures, laws, and standards. Leads quality assurance initiatives and oversees staff development, performance evaluation, and training. Handles personnel actions including hiring, coaching, discipline, and termination.

FUNCTIONAL AREA

BEHAVIORAL HEALTH SERVICES

Oversees the daily operations of the Office of Quality Management within the Behavioral Health Authority Division. Develops, implements, and maintains quality management systems to ensure compliance with behavioral health standards, regulatory requirements, and internal policies. Leads quality assurance initiatives, conducts audits and evaluations, and drives continuous improvement efforts across the Division. Supervises assigned staff, manages performance, provides training on quality standards, and collaborates with internal teams and external partners to support organizational goals.

Job Description

DUTIES AND RESPONSIBILITIES

- Interprets and applies quality assurance standards in line with appraisal best practices, operational procedures, and New Mexico Taxation and Revenue laws.

- Supervises daily operations and assignments within the Quality Control Department, including scheduling, staff evaluation, and performance monitoring.
- Develops audit processes that define sample sizes, auditing methods, compliance thresholds, and reporting tools aligned with quality standards.
- Reviews and assesses processes and systems for compliance with procedures, regulations, and contractual requirements.
- Identifies and documents areas for process improvement, including recurring issues and nonconformities.
- Researches ownership, legal descriptions, exemptions, sales, and notes prior to data entry; posts values for new parcels and deactivates obsolete parcels.
- Prepares reports that summarize quality assurance findings based on established standards.
- Compiles statistical data and writes narrative reports to communicate quality review results.
- Presents data and findings using visual tools such as graphs, charts, and analytical summaries.
- Manages imaging processes to ensure proper retention, storage, and disposal of records in accordance with federal, state, and County policies.
- Represents the department in internal and external meetings related to quality control and best practices.
- Collaborates with staff across departments to support quality improvement initiatives.
- Conducts performance evaluations and manages staff issues including discipline, complaints, promotions, hiring, and terminations.
- Handles sensitive or confidential records and decisions with 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.***

FUNCTIONAL AREA

BEHAVIORAL HEALTH SERVICES

- Develops, implements, and maintains comprehensive quality management systems that ensure compliance with behavioral health standards, regulatory requirements, and organizational objectives.
- Collaborates with cross-functional teams and with county government to identify areas for improvement, implement corrective actions, and drive continuous quality improvement (CQI) initiatives.
- Oversees all aspects of quality management including policy development, process evaluation, auditing, and quality reporting.
- Supervises daily operations of the Office of Quality Management, including staff scheduling, performance evaluations, coaching, and workload distribution.
- Provides training, mentorship, and technical guidance to staff on quality assurance standards, policies, and best practices

- Monitors service delivery and operational processes to ensure that programs, services, and systems meet or exceed established quality standards and performance benchmarks.
- Develops, reviews, and maintains quality management plans, risk mitigation strategies, internal control mechanisms, and standard operating procedures (SOPs).
- Conducts and oversees internal and external audits, inspections, and data analyses to assess quality performance and identify trends, gaps, or compliance issues.
- Establishes and maintains strong working relationships with external regulatory and accrediting agencies, ensuring full compliance with applicable laws, contracts, and licensing requirements.
- Manages multiple quality-related projects simultaneously, prioritizes tasks effectively, and fosters collaboration across diverse teams to meet strategic and operational goals.
- Leads efforts to foster a culture of accountability, transparency, and quality improvement across the Division.
- Provides regular feedback to team members and stakeholders and ensures follow-through on quality improvement plans and corrective actions.
- Stays informed of evolving quality management methodologies, behavioral health regulations, and industry best practices, applying innovations to strengthen systems and outcomes.
- Maintains confidentiality and ensure protection of sensitive information and records in accordance with federal, state, and county 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.***

MINIMUM QUALIFICATIONS

- Bachelor degree in Business Administration, Public Administration, or a related field.
- Six (6) years of progressively responsible Quality Control and/or Quality Assurance experience.
- Two (2) years in a supervisory role.

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

BEHAVIORAL HEALTH SERVICES

- Bachelor’s degree in Quality Management, Business Administration, Engineering, or a related field.
- Six (6) years of work experience in quality management.
- Two (2) years of experience in a supervisory role.

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

SUPPLEMENTAL INFORMATION

PREFERENCES

BEHAVIORAL HEALTH SERVICES

Certification in quality management (e.g., CQE, CQM, Six Sigma).

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.
- Successfully complete at least one (1) IAAO course within the first year of service.

WORKING CONDITIONS

- Perform essential duties primarily indoors (85–90%) and occasionally outdoors (10–15%).
- Works indoors in a temperature-controlled environment; may be exposed to natural weather conditions during outdoor duties.
- Perform indoor work on even, dry surfaces such as carpet or tile, occasionally using stairs. Perform outdoor work on dry or wet, even or uneven surfaces, including inclines, hills, natural ground, concrete, or asphalt.
- Perform most duties independently, with occasional collaboration as part of a small team.

EQUIPMENT, TOOLS, AND MATERIALS

- Use standard office equipment, including computer, phone, copy machine, and fax machine.
- Occasionally operate a county vehicle to travel between properties.
- Use common office materials such as documents, writing utensils, and general office supplies.