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

Records Specialist

JOB CODE	JOB FAMILY	PROFILE
JCV337	**Business Services & Support**	**Records Specialist**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Hourly	**$18.60 - $26.50**	**October 14, 2026**

The Records Specialist provides administrative and technical support for records management programs, including processing, storage, imaging, retention, and disposition of official records in compliance with applicable laws and regulations. Coordinates and responds to public records requests, ensures accuracy and confidentiality of information, and assists in developing and delivering training on records management procedures. May oversee indexing, scanning, and related operations, and conduct off-site records activities as needed.

FUNCTIONAL AREA

EMERGENCY COMMUNICATIONS

The Records Specialist provides administrative, technical, and research support for Emergency Communications general records, maintenance, fulfillment of all Inspection of Public Records Request (IPRA) and District Attorney (DA) disclosure records. The role supports a high volume of internal, legal, and public information requests by utilizing Computer Aided Dispatch (CAD), and logging recorder audio records systems, researching data, and ensuring compliance with applicable State and Federal laws. The position serves as a resource to administrative and command staff regarding records-related processes, data entry compliance, and documentation standards. Work involves handling sensitive and confidential information requiring strict adherence to Criminal Justice Information Systems (CJIS) and Federal Bureau of Investigations (FBI) compliance standards. It also requires knowledge and practices that adhere to the on-going investigations of the Bernalillo County Sheriff's Office (BCSO).

LEGAL

The IPRA Technician performs administrative support tasks to assist department with record management programs, public records requests, and maintenance of official records. Assist with training staff in records management, including assisting in development of training materials to meet users' needs, schedules, and

coordinates training sessions.

METRO DETENTION CENTER (MDC)

The MDC Records Technician performs confidential administrative support tasks to assist department with record management programs, public records requests, and maintenance of official records. Other processing operations the department includes the indexing, scanning, disposition of records. Assist with training staff in records management, including records retention procedures and assist in development of training materials to meet users' needs, schedules, and coordinates training sessions.

RISK MANAGEMENT

The Records Specialist coordinates the storage, destruction and imaging for paper and electronic public records in compliance with State and Federal law. Position provides instruction and training to departments on a routine basis and conduct records activates off-site regularly.

Job Description

DUTIES AND RESPONSIBILITIES

FUNCTIONAL AREA

EMERGENCY COMMUNICATIONS

- Assists leadership in coordinating retention, retrieval, and disposition of Emergency Communications records, including audio, video, text, CAD, and related system data, in accordance with local, State, and Federal laws.
- Researches, analyzes, and fulfills a high volume of public records, legal, and internal information requests related to emergency communications data; ensures timely, accurate, and compliant responses.
- Serves as a departmental resource regarding records-related inquiries, providing guidance to staff, leadership, legal representatives, and external agencies regarding record availability, retention requirements, and disclosure limitations.
- Assists in the research, coordination, and documentation of emergency communications systems used to store, manage, and retrieve records; identifies opportunities for process improvements and system efficiencies.
- Maintains accurate logs, tracking systems, and statistical data related to records requests, system usage, work completed, and work in progress using databases and spreadsheets, as required by departmental leadership.
- Supports the development, implementation, and maintenance of records management procedures, including documentation standards, retention schedules, and system workflows.
- Works collaboratively with IT staff, legal counsel, vendors, and other departments to resolve records-related issues, system access needs, data integrity concerns, and compliance questions.
- Assists with quality control reviews to ensure accuracy, completeness, and compliance of records and system outputs.
- Researches and stays current on laws, regulations, industry standards, and best practices affecting emergency communications records and public information disclosure.

- Maintains confidentiality and security of sensitive, confidential, or protected information in accordance with policy and law.
- Performs 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.***

LEGAL - IPRA TECHNICIAN

- Plans, organizes and coordinates the Inspection of Public Records Act (IPRA) requests and activities of the Bernalillo CountyOffice; acts as the central records custodian for the Bernalillo County; ensures distribution and compliance with IPRA requests is in accordance to State law.
- Participates in the development and implementation of IPRA goals, objectives, policies, and priorities; recommends and implements resulting policies and procedures.
- Serves as the central IPRA liaison for the Bernalillo County with other County departments, divisions, outside agencies and the general public; recommends resolution to sensitive and controversial issues.
- Serves as the liaison between the County Council and the County Legal Department to compile all new and amended Resolutions and Ordinances for codification with American Legal Publishing.
- Maintains all official County records and archives, review for accuracy.
- Assists in researching and responding to various information requests and inquiries from County departments, divisions, outside agencies and the general public.
- Provides and coordinates IPRA and Open Meetings Act training in accordance with State and County laws for all County Departments and Divisions.
- Required to respond to public inquiries received from Next Request Portal; provides information as requested within the area of assignment.
- Attends and participates in professional group meetings; stay abreast of new trends and innovations in the field of Inspection of Public Records.
- Assists in the compliance with the Open Meetings Act.
- Incumbent(s) in this classification may handle sensitive and/or confidential records, plans, documents or decisions that require maintaining confidentiality of sensitive information.
- ***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.***

MDC - RECORDS TECHNICIAN

- Assists in the planning, organization and implementation of an MDC records management system including the maintenance, storage, retention, retrieval and destruction of records and documents in accordance with administrative, legal fiscal requirements and also; local, state and federal laws.

- Provides technical support to public and governmental agencies related to the file and document inventories; assists in the creation and implementation of schedules for record retention; reviews retention schedules and make recommendations for maintenance and protection of archival and vital records; arranges for off-site storage or other disposition; references and releases files/videos/phone records in response to public records requests and in accordance with established procedures/laws.
- Creates and implements and annual records “purge day/week” for the MDC facility based on retention timeframes and records eligible for purging.
- Assists in establishing procedures for implementing records management programs such as document imaging and physical records storage; assists in the research, coordination and maintenance of technology and methods related to records management.
- Assists in the training of MDC staff in records management, including records retention procedures and assists in the development of training materials to meet users’ needs, schedules and coordinates training sessions.
- Incumbent(s) in this classification may handle sensitive and/or confidential records, plans, documents or decisions that require maintaining confidentiality of sensitive information.
- ***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.***

RISK MANAGEMENT

- Assists departments and elected offices in identifying and understanding and applying record classifications per State and Federal law specific to their records and needs.
- Communicates to departments and elected offices industry standards, best practices, State and Federal law regarding storage, destruction and imaging of public records.
- Works directly with departments and elected offices in surveying records, inventorying records, and analyzing records and their processes while identifying areas of improvement.
- Researches, retains and effectively communicates information regarding legal opinions, administrative code, Federal and State laws affecting public records.
- Works directly with departments and elected offices to resolve concerns or provide instruction for record needs or activities such as storage, destruction, imaging, filing systems and electronic records.
- Assists in the management or oversight of contracted services to include inventory of off-site storage, coordination of destruction, storage and imaging services.
- Creates, presents and coordinates record trainings, presentations or events related to records management.
- Reviews and prepares documentation submitted by departments and elected offices for management approval.
- Maintains accurate statistics for work performed for Records Management as well as track work in progress using databases and spreadsheets.
- Serves on committees or other record related groups as a representative for Records Management. Performs other job-related duties as required or assigned.

- Incumbent(s) in this classification may handle sensitive and/or confidential records, plans, documents or decisions that require maintaining confidentiality of sensitive information.
- ***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.
- Two (2) years of related work experience in business administration, library science, customer service, inventory control, records management, or a related field.

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

EMERGENCY COMMUNICATIONS

- High School Diploma or GED.
- Two (2) years of related work experience in business or general records management, customer service, inventory control, or a related field.

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

SUPPLEMENTAL INFORMATION

ADDITIONAL REQUIREMENTS

EMERGENCY COMMUNICATIONS

- Valid New Mexico Driver’s License
- Must have, or be able to complete the required IPRA and Records Management courses as assigned within 6 months.
- Will be required to make center-related trips to other county offices in a county vehicle.

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.
- Employee must comply with the safety guidelines of the County.
- Employee must complete required FEMA training(s) as assigned to position.

- Employee must complete required Supervisor classes if applicable.

WORKING CONDITIONS

- All essential duties are performed indoors.
- Duties are performed in a temperature-controlled environment.
- Duties are performed on an even surface, which may be carpeted or tile. Working surface is typically dry.
- Works with minimum supervision.

EQUIPMENT, TOOLS, AND MATERIALS

- Equipment typically used in the performance of office duties includes telephone, computer, printer, and copy machine.
- Materials and products handled in the course of performing essential duties include files, forms, reports, various other paperwork, and a wide variety of basic office supplies.