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

# Workforce Management Manager

| JOB CODE | JOB FAMILY | PROFILE |
|---|---|---|
| **JCM425** | **Business Services & Support** | **Workforce Management Manager** |
| **PAY TYPE** | **PAY RANGE** | **REVISION DATE** |
| **Salary** | **$78,582.00 - $124,093.00** | **June 3, 2026** |

The Workforce Management Manager oversees the daily operations and leadership of the Workforce Management Office (WFM), including the management of personnel, project management, customer service, system configuration, and system and process integrity. Responsibilities include maintenance, training, documentation, roster administration, data management, internal support services, and the office's timely and accurate development and dissemination of information and reports of a confidential and time-sensitive nature. Employee supervision includes hiring, training oversight, performance assessment, coaching, disciplinary actions, and terminations. This position supports departments with a twenty-four hours/seven days a week (24/7) schedule. Scheduled hours and workdays may vary depending on the department's business needs.

## Job Description

### DUTIES AND RESPONSIBILITIES

- Plans, supervises, leads, monitors, coaches, trains, and directs the goals, objectives, and daily activities of the WFM personnel in accordance with policies, procedures, and departmental guidelines.
- Supervises direct staff, including but not limited to: hiring, training, corrective action, performance management, performance improvement action plans, and separations of employment in accordance with pertinent rules, laws, policies, and procedures.
- Establishes and maintains effective working relationships with customer department timekeepers, financial personnel, and other staff members.
- Establishes, coordinates, and maintains a comprehensive workforce analysis system that adheres to budget constraints, deadlines, and records management standards.

- Reviews and ensures that rostering performance objectives for the unit are met in a timely and efficient manner on an ongoing basis.
- Provides business analysis related to operational reviews, scheduling support, system solutions, and help desk support, and interpret and provide metrics to departmental customers on a routine basis.
- Reviews, measures, recommends, and resolves user system issues through the implementation of enhancements and/or improvements to processes and services.
- Leads the biennial review of staffing analysis and implementation plans.
- Manages the development and implementation of the budget.
- Creates and publishes reports, memorandums, and correspondence for various users.
- Serves on committees, task forces, evaluation, and negotiation teams as 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.***

## MINIMUM QUALIFICATIONS

- Bachelor's degree in Business Administration, Business Management, Public Administration, or a related field.
- Nine (9) years of work experience in data analysis, report development, or training.
- Two (2) years of experience in a management position.

***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 and background investigation.
- 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

- This position supports a 24 hour/7 days a week department. Shift work is required, and schedules may vary to include extended hours, on-call hours, and weekends.
- Schedules, hours, and workdays may vary depending on the department's business needs.
- 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 tiled. The working surface is typically dry.
- The worker often works alone, both with and without direction from the supervisor.

## EQUIPMENT, TOOLS, AND MATERIALS

- Equipment typically used in the performance of office duties includes telephone, computer, 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.