

NRH

NORTH RICHLAND HILLS



POLICE CHIEF

NORTH RICHLAND HILLS, TEXAS

EXECUTIVE
RECRUITMENT
PROVIDED BY





THE COMMUNITY

The City of North Richland Hills is a thriving community of 18-square miles in the heart of the Dallas/Fort Worth metropolitan area. With a population of 73,311, North Richland Hills is the fourth largest city in Tarrant County, a county of 2.3 million and rapidly growing. North Richland Hills is conveniently located a short distance from DFW International Airport and Downtown Fort Worth.

Low crime rates, excellent schools, outstanding government services, enviable neighborhoods, and abundant recreational opportunities provide an exceptional quality of life. Residents cite the convenient location of North Richland Hills (NRH) to almost limitless amenities, as one of the main appeals of choosing the community as a place to live and raise families.

The North Richland Hills area was first settled in the 1840s and remained a rural farming and ranching community for more than 100 years. In 1952, Clarence Jones subdivided his 268-acre dairy farm into a suburban neighborhood. A year later, the new homeowners formed the North Richland Hills Civic League and sought to have the area annexed to Richland Hills, then voted to form their own city when annexation was denied. Although turnout for the election was light, in a vote of 24-23, North Richland Hills was incorporated by just one vote! The Jones Farm, with 182 homes, became the City of North Richland Hills. The community quickly grew as more farmland was developed and by 1960 the town of Smithfield had been annexed to North Richland Hills.

Now, NRH is home to over 1,200 businesses and 30 major employers, with a median household income of \$86,390. Top employers include Medical City North Hills, Health Markets, Tyson Prepared Foods, XPO Logistics, Portfolio Recovery Associates, Smurfit Kappa, A to Z Therapy, and Give Me The VIN. With increased growth in the local economy, the residential housing market is strong. Pricing for new residential construction is rising with an average home value of over \$400,000. As a community that is largely built out, the focus has shifted to redevelopment of existing properties, infill development, and revitalization.

Residents enjoy the City's welcoming and neighborly atmosphere and family friendly amenities, including a highly regarded public library and recreation center, Iron Horse Golf Course, and NRH2O Family Water Park. Numerous recreational opportunities appeal to a diverse population of citizens. With a median resident age of just over 39 years old, interest in quality-of-life activities is widespread. NRH has over 800 acres of park land, featuring playgrounds, more than 30 miles of hike and bike trails, pocket parks, community parks, the aforementioned award-winning Iron Horse Golf Course, sports leagues, an aquatic park, concerts, and more.

Major festivals and events in North Richland Hills include the Sounds of Spring Concert Series, Family 4th Fireworks Show, Veterans Day Celebration, Celebrating Culture Series, Behind the Book Author Series, Night of Holiday Magic, and National Night Out.



POPULATION
73,311



AREA
18 square miles



MAJOR EMPLOYERS
Medical City North Hills
Health Markets
Tyson Prepared Foods
XPO Logistics
Portfolio Recovery Associates
Smurfit Kappa
A to Z Therapy
Give Me The VIN



AVERAGE HOUSEHOLD INCOME
\$86,390



AVERAGE HOME VALUE
\$400,000

THE COMMUNITY, CONTINUED

Students in the City of North Richland Hills are served by the highly acclaimed Birdville and Keller Independent School Districts. Birdville ISD serves 22,447 students on 32 campuses in grades Pre-K through 12, and NRH is home to the Birdville Center of Technology and Advanced Learning. Keller ISD offers quality education to more than 34,000 students in grades Pre-K through 12 on 42 campuses. Private schools in the area offer additional choices for families. Numerous options are available for those seeking higher education. The Northeast Campus of Tarrant County College is located partially in NRH, and five other major colleges are located within 30 miles.

Come find out why North Richland Hills is the standard for transparent, resident-focused, fiscally responsible, business-welcoming municipal government in Texas!

GOVERNANCE & ORGANIZATION

North Richland Hills is a home-rule city operating under a council-manager form of government. The City Council is comprised of a Mayor and seven City Council Members, all elected at-large and serving two-year terms. The City Council appoints the City Manager, City Attorney, City Secretary and Municipal Court Judge.

The current City Manager, Paulette Hartman, joined the City of North Richland Hills as an Assistant City Manager in July 2014. She was promoted to Deputy City Manager in October 2018 and to City Manager on April 1, 2024. Prior to this, she served as City Manager for the City of Joshua, Texas, for seven years and as town administrator for the Town of Copper Canyon, Texas for two years. In 2013, she was honored with the Linda Keithley award for women in public management by the North Central Texas Council of Governments. She has also received the Joy Sansom Mentoring Award from the Urban Management Assistants of North Texas.

Major projects underway or recently completed include the \$49 million street bond program, a Peppa Pig amusement park and two other large-scale indoor entertainment facilities, six residential subdivisions totaling 250 new single-family units, the City Point redevelopment of a former suburban mall site into a mixed-use urban village, a new elementary school campus, two upscale hotels, and many more.

North Richland Hills has received many major awards recently, including:

- North Richland Police Department has been a recognized agency through the Texas Police Chiefs Association Best Practices Accreditation Program since 2011, making it one out of just 180 law enforcement agencies recognized.
- Agencies must apply for re-certification every 4 years. This year, NRHPD earned a perfect score, indicating 100% compliance in all 170 Best Practices.
- The North Richland Hills Fire Department has been a Texas Fire Chiefs Association Best Practices Recognition Program Agency since 2018.
- The City is recognized annually by the Government Finance Officers Association with the Distinguished Budget Presentation Award and the Certificate of Achievement for Excellence in Financial Reporting.
- Other awards have been received in recent years for Economic Development, Planning, Fleet Services, Library, Parks & Recreation, Communications, City Secretary's Office and Keep NRH Beautiful.

North Richland Hills fiscal year operating budget including all funds totals just over \$156,000,000. The General Fund comprises \$60,057,507 of that total with the ad valorem tax rate of \$0.489389 per \$100 of assessed value contributing 45% of revenues to the General Fund and sales tax contributing 23%. The City also has a half cent sales tax dedicated to Crime Control and Prevention District (CCD) Fund totaling \$7,644,338. The CCD was approved by voters to fund additional positions and equipment to assist the police department in crime control. With the resources provided in the operating fund the city's 592 full-time and 118 part-time City employees deliver a full range of municipal services.



Mission

To promote an exceptional quality of life for our community by being resident-focused, fiscally responsible, and business-friendly.

Vision

To be the standard for transparent, resident-focused, fiscally responsible, business welcoming municipal government in Texas.

Goals

Drive operational excellence into every area.

Become easier to do business with.

Steward the public's money well.

Be a great place to work.

Revitalize neighborhoods and commercial corridors.

Engage residents to enhance connection with the city and their neighbors.

Improve safety, security, and infrastructure every day.

Core Values

Respect

Service

Productivity

Integrity

Responsibility

Innovation

Teamwork

ABOUT THE DEPARTMENT

The North Richland Hills Police Department protects the property and lives of the general public and deters crime within the City of North Richland Hills. It has five divisions that serve the community:

- **Police Administration** is made up of the Chief of Police, two Assistant Chiefs of Police, one Lieutenant, and four Civilian Personnel. Responsibilities include professional standards, planning and research, budget management, personnel administration, media relations, and social media communications. The Department's two bureaus, Operations and Management Services, are each commanded by an Assistant Chief.
- **Community Resource Division** oversees community services, crime prevention, community relations, law enforcement responsibilities, community outreach, training, professional development, and management of awarded state and federal grants, charitable outlets, and grant funding sources.
- **Criminal Investigations Division** handles crimes against persons, property crimes, and the Special Investigations Unit, including narcotics.
- **Technical Services Division** manages communications, detention services, property and evidence, and records.
- **Uniformed Services Division** provides services for uniformed police patrols, traffic law enforcement, accident investigation and reconstruction, and specialty units. The division consists of the Patrol Section and the Traffic Section.

The Police Department has 121 full-time sworn officers and 76 full-time professional staff, with a total General Fund budget of \$19,788,294 and a Crime Control Prevention District budget of \$7,644,338.





Mission

Our mission is to work in a partnership with our citizens to maintain a safe, peaceful community by providing excellence in all police services dedicated to the highest standards of ethics and integrity while preserving and protecting life and property.

Vision

Our vision is a community environment where the public has full faith and confidence in its Police Department to provide an atmosphere where people feel safe and secure.

Philosophy

- Our values guide our work and decisions, help us contribute to the quality of life and promote a positive work experience.
- We are committed to maintaining high ethical standards by conducting ourselves with integrity, compassion and accountability.
- We endorse the principles embodied in our Constitution. We respect and protect the rights of all citizens, and we endeavor to ensure the safety, security and protection of life and property.
- We strive to be leaders in our profession and in the community we serve.
- We strive to maintain the highest quality of life for all that reside within and visit our community.

Values

- S** Provide **SERVICE** to our community, each other, and ourselves.
- H** Have **HONOR** in who we are and what we do.
- I** Utilize **INTEGRITY** and
- E** The Law Enforcement Code of **ETHICS** when making decisions and interacting with others.
- L** Belief in the sanctity of all human **LIFE**.
- D** Consider **DE-ESCALATION** in everything we do.

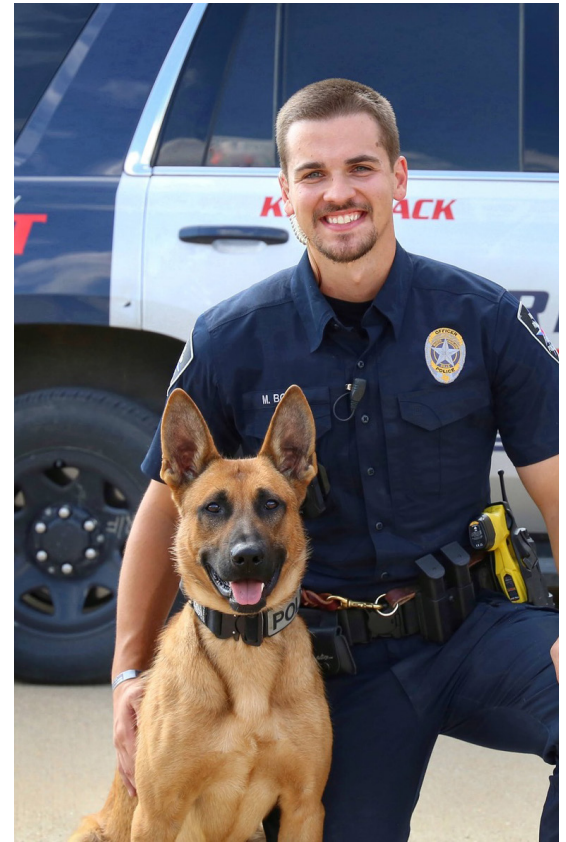


ABOUT THE POSITION

The Police Chief directs the programs and initiatives of the City of North Richland Hills Police Department and reports directly to the City Manager. Primary duties include supervising professional and administrative personnel; coordinating employee relations and disciplinary matters; assisting when necessary in daily Police operations; overseeing dispute resolutions and community affairs; maintaining job proficiency and knowledge; enforcing laws; and interacting with City employees, citizens, other area local governments, school districts, and civic organizations.

Planning, directing, and supervising the activities and operations of the Police Department in accordance with City Council and City Management goals and objectives is the Police Chief's duty. This position develops plans and strategies to improve public safety; creates and implements Department policies, procedures, goals, and objectives; and evaluates and implements state-of-the-art policies, procedures, techniques, and modern methods for delivering Police services and programs. Educating and training Police personnel in current, up-to-date procedures and techniques in delivering services, is another essential part of this role.

This position develops and recommends a budget for the Police Department; forecasts, evaluates, and justifies needs for programs, staff, equipment, materials, and supplies; oversees the administration of the Department's budget; directs the monitoring of and approval of expenditures; and directs and implements adjustments as necessary. They supervise professional and administrative personnel, as well as select, direct, and evaluate the performance of senior management personnel. Soliciting input to arrive at consensus on issues is one of the Police Chief's tasks; as is address staffing needs; providing guidance and feedback to reach objectives; and acting as a conduit between City management and the Police Department. The Police Chief also works with City Management to oversee and coordinate a shared services agreement which provides dispatch and detention services for the cities of Richland Hills, Watauga and Haltom City in addition to our own.



Other responsibilities of the Police Chief include:

- Continuously monitor and/or evaluate programs and service delivery methods, both current and proposed, in an effort to assure effectiveness and efficiency of such services.
- Assess and monitor workload, administrative and support systems, and internal reporting relationships and identify opportunities for improvement.
- Work cooperatively with other local, state, and federal agencies, school districts, and others to provide area-wide public safety programs and initiatives.
- Work with city management to oversee shared services agreement with Richland Hills, Watauga and Haltom City
- On occasion, represent the City at various meetings and informational sessions to discuss and educate other agencies, civic organizations, and the general public regarding Police Department initiatives and programs.
- Coordinate labor relations and disciplinary matters by maintaining a dialogue with employee groups; discuss direction of the Department and personnel, making final decisions on disciplinary action; and administer Departmental disciplinary matters in a fair, timely, and objective manner.
- Assist when necessary in daily Police operations by writing plans, memoranda, and budget documents for City Administration, Mayor, and/or City Council; preparing and presenting reports to staff and the public; and representing the agency to the media or professional groups.

ABOUT THE POSITION, CONTINUED

- Oversee dispute resolutions and community affairs by initiating internal investigations and providing corrective action as needed; handle citizen concerns and complaints; redirect Police assets if complaints merit; and resolve disputes between employees, the public or both.
- Maintain job proficiency and knowledge by participating in firearms and other law enforcement training and activities, including making arrests, using Police equipment, issuing citations, executing search warrants, and conducting investigations and interviews.
- Enforce the law by coordinating, implementing, and enforcing laws set by federal, state, and local legislative bodies.
- Coordinate activities between the Police Department and other City, State and Federal Departments that impact security or law enforcement, including matters involving Homeland Security.

OPPORTUNITIES & CHALLENGES

The chosen Police Chief will focus on the following opportunities and challenges:

- **Departmental Culture and Vision:** Unite and lead the Police Department into the future by building on the Department's strong foundation of Service, Honor, and Integrity and excellent culture. Effectively communicate and integrate the City's vision of becoming the standard of operational excellence in Texas with the Department's mission of providing excellence in all police services dedicated to the highest standards of ethics and integrity. Empower both sworn and non-sworn individuals to take ownership and uphold these principles in their daily service, ultimately strengthening team cohesion and performance, maintaining accountability at all levels.
- **Community Engagement:** Recognize the unique attributes that make North Richland Hills a vibrant community providing a high-level of City services and amenities while maintaining a small-town feel. Be a leader in law enforcement and the City, who understands the importance of community engagement and establishing community partnerships through high visibility and effective, external communication.
- **Strategic Plan:** Be a visionary leader and team builder, who can develop a strategic plan for Departmental growth consistent with service-level expectations.
- **Built-out Community:** North Richland Hills is nearing buildout, with only about 5% of its land area being vacant and developable. Substantial build-out is expected around 2030, but the community's location, attractive amenities, and great schools will continue to attract growth. The result will be more redevelopment, revitalization, and reconstruction of existing improvements.



IDEAL CANDIDATE

North Richland Hills seeks a visionary, approachable leader and team-builder to serve as its next Police Chief. The ideal candidate is someone with a contemporary and collaborative leadership style, who can develop personnel, clearly communicate expectations and vision, and inspire staff to meet and exceed community needs and service-level expectations. They will be an experienced relationship builder and an adept communicator internally, city-wide, and with external stakeholders.

The ideal candidate has critical thinking and decision making skills and a broad knowledge and experience base to bring to the position. They will remain current on modern principles of law enforcement leadership including organizational management, municipal budgeting, personnel laws, policies, regulations, and relevant city, state, and federal laws, regulations, and policies. They should also have experience with shared services or regional collaborative service efforts.

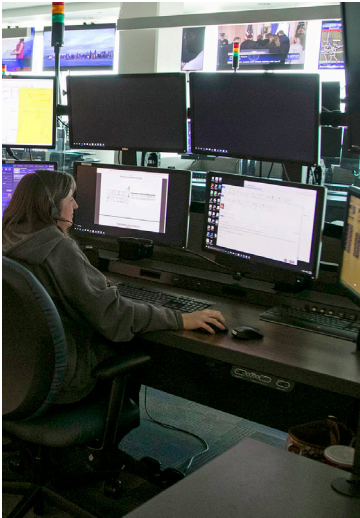
The chosen Police Chief is an authentic and approachable servant leader who empowers the team and is wholly invested in both the department and community. They will be community-oriented and highly visible and embody the highest ethics and integrity. The ideal candidate is an effective communicator who manages and leads with transparency. They will be able to identify and implement effective recruiting and retention approaches, valuing both sworn and civilian professionals.

EDUCATION AND EXPERIENCE

This position requires a bachelor’s degree in law enforcement, business, or public administration, plus at least ten (10) years of progressively responsible experience in law enforcement, with a minimum of five (5) years’ experience in a senior-level position. An equivalent combination of education and experience may be considered. Additionally, the successful candidate must establish permanent residence within a 30-minute response time to the City of North Richland Hills.

Candidates must possess the following certificates and requirements:

- As required by the City Charter, must have been employed as a law enforcement officer in the State of Texas for at least five years prior to being appointed as Police Chief for the City of North Richland Hills. This requirement is met with current or past service.
- Possession of, or the ability to readily obtain a valid Texas Class C driver’s license, and an acceptable driving record.
- Current peace officer license for the State of Texas, or the ability to and meet the requirements set forth in RULE §217.1 of the Texas Administrative Code for licensure, and obtain said license within six months of employment.
- TCOLE advanced or master’s certification preferred.





COMPENSATION AND BENEFITS

The City of North Richland Hills offers a competitive salary range dependent on qualifications and experience. The starting salary range is \$185,000 to \$205,000. The City participates in the Texas Municipal Retirement System (TMRS) at a rate of 7% and a City matching ratio of 2:1. A full range of leave and insurance benefits are also provided, including medical, dental, and vision insurance; employer-paid life insurance; paid vacation, sick leave, and holidays; a 457 deferred compensation plan; and a flexible spending account. In addition, the Police Chief receives a cell phone allowance and a take-home vehicle.

APPLICATION PROCESS

IMPORTANT: First review of applications will be completed December 16, 2024. Subsequent reviews of applications will be completed weekly thereafter until there are sufficient qualified candidates. The position posting will close at midnight on December 31, 2024, or until the City determines the application period is complete.

[Please apply online](#)

For more information on this position, contact:

Andy Kancel, Senior Vice President
andykancel@governmentresource.com
817-994-6295



North Richland Hills is an Equal Opportunity Employer and values diversity in its workforce. Applicants selected as finalists for this position will be subject to a comprehensive background check.

RESOURCES

City of North Richland Hills
<https://www.nrhtx.com/>

North Richland Hills Police Department
<https://www.nrhtx.com/1209/Police>

North Richland Hills Economic Development Department
<https://www.nrhed.com/>

Northeast Tarrant Chamber of Commerce
<https://www.netarrant.org/>

Promotional Video
<https://www.youtube.com/watch?v=kBcp00hVehc&feature=youtu.be>

