



COMMUNICATIONS MANAGER

Public Safety

Annual Salary:

\$87,126 - \$119,849

DOQ/DOE

North Richland Hills Police
Department

North Richland Hills Police, TX



Are you an energetic, forward-thinking public safety professional ready to lead a dynamic team? The North Richland Hills Police Department is seeking a Communications Manager to head our premier, four-agency regional communications center.

Located in the heart of the Dallas/Fort Worth metroplex, this center serves Haltom City, North Richland Hills, Richland Hills, and Watauga.

ABOUT THE COMMUNITY

North Richland Hills is a community located in the heart of the Dallas/Fort Worth Metroplex. With more than 70,000 residents, 1,200 businesses, and 30 major employers, it is the fourth largest city in Tarrant County. Residents enjoy a welcoming and neighborly atmosphere with family-friendly amenities, including a new public library, a recreation center, more than 800 acres of parkland, and 30 miles of hike-and-bike trails. The award-winning Iron Horse Golf Course, NRH2O Family Water Park, Peppa Pig, and Malibu Jacks round out the family-friendly atmosphere. Superior schools, a wide range of housing options, and convenient access to all the DFW region has to offer make North Richland Hills an outstanding community to live, work, and play.

The regional area served is home to nearly 200,000 residents in 38 square miles. NRH accounts for 48% of the combined area, Haltom City 33%, and Richland Hills/Watauga 19%.



POPULATION
74,859

REGION SERVED
183,733



MEDIAN HOME VALUE
\$376,709

AVERAGE MONTHLY RENT
\$1,533



MEDIAN HOUSEHOLD INCOME
\$97,566



ABOUT THE JOB

In this role, you will oversee a dedicated team of over 25 dispatchers and four dispatch supervisors, managing police, fire, and EMS dispatch operations. Our state-of-the-art center operates on Motorola CAD and utilizes the Tarrant County 9-1-1 phone system. If you're a collaborative leader who is passionate about public safety excellence and regional partnerships, we want you on the team.

- *Operational Leadership:* Provide strategic direction and daily oversight for a fast-paced, 24/7, multi-agency communications center.
- *Team Development:* Mentor, supervise, and inspire a team of nearly 30 dispatchers and supervisors, fostering a culture of excellence, resilience, and continuous improvement.
- *Interagency Collaboration:* Maintain strong, seamless partnerships with leadership across four municipal police, fire, and EMS agencies.
- *Systems Management:* Ensure high-level operational efficiency of complex infrastructure.



DISPATCH CENTER QUICK FACTS



STAFF
29



OPERATING
BUDGET
**\$3.3
MILLION**

KEY CENTER STATS FOR 2025



PHONE CALLS

156,597



CALLS FOR SERVICE

143,567



NCIC TRANSACTIONS

484,578

THE IDEAL CANDIDATE

The ideal candidate will have strong leadership skills and experience managing a regional or large communications center that serves police, fire, and EMS. They will bring a combination of technical expertise and collaborative leadership, enabling them to work effectively with chiefs from each agency, department directors, and staff throughout the organization.

Successful candidates will possess excellent communication skills, be both strategic and hands-on, possess strong emotional intelligence, and have leadership development. Experience building organizational culture, improving accountability systems, mentoring, and creating long-term organizational stability will be highly valued.

Required:

- Bachelor's Degree (or equivalent completion of four years of college)
- 8+ years as a public safety dispatcher
- 5+ years of supervisory experience in a multi-disciplinary (Police, Fire, EMS) center.
- Advanced Telecommunicator License
- Terminal Agency Coordinator experience
- NCIC/TCIC Certification
- Leadership Training: ILEA School of Police Supervision, Advanced Supervisor Training, or equivalent leadership coursework required.

Preferred Qualifications:

- Multi-agency regional or large dispatch center experience
- Master Telecommunicator License

SALARY & BENEFITS

- **Compensation:** \$87,126 - \$119,849 DOE/DOQ
- **Health Benefits:** Comprehensive medical, dental, and vision insurance programs are available through the City's benefits package. Currently with United Healthcare Insurance Provider. Optional Health Savings Account (HSA) through Optum Health. Life insurance equal to three times your salary.
- **PTO:** Sick leave accrues at ten hours per month. Earn two weeks' vacation during the first year of employment. Ten paid holidays per year.
- **Retirement:** Texas Municipal Retirement System (TMRS) - 7% contribution, city matching 2:1, voluntary 457 deferred comp.
- **Additional Perks:**
 - Professional development and training opportunities
 - Collaborative and positive organizational culture focused on modernization and continuous improvement.
 - Fitness incentives and on-duty workout time
 - Employee Recognition Events



How to Apply: www.joinnrhpd.com

For more information on this position, contact:

NRHPD Recruiting Office

pdrecruiting@nrhtx.com | 817-427-7150