

City of Burleson

Public Safety
Communications Manager



The Opportunity

An outstanding executive career opportunity awaits a talented public safety communications leader in one of the fastest growing areas of the nation. The City of Burleson seeks an experienced manager to lead the Communications Center in a newly created standalone city department, following a recent reorganization. With strong support from City leadership, this is a blue-sky opportunity for the best in the field!

The City of Burleson, Texas

Located on the southern edge of the flourishing Dallas-Fort Worth metroplex, the City of Burleson has an estimated population of 48,950 residents in a land mass of 28 square miles. Burleson has been progressive in attracting businesses for economic development to diversify its tax base, as well as establishing development agreements within its extraterritorial jurisdiction to manage growth strategically outside its current borders.

The City of Burleson's family-oriented environment, outstanding schools, plentiful and affordable land, and rolling hills have made it a desirable community to live, work, and play. Burleson residents have placed a high value on nature and recreation with over twenty parks encompassing over 550 acres. The school districts serving Burleson consistently outperform state and national averages in college entrance exam scores, and its quality of life is further enhanced by a very low crime rate.

City Government

The City of Burleson operates under a Council-City Manager form of government. Citizens are represented on the City Council by the mayor and 6 council members, all elected at large to serve 3-year terms without limits. The Council is responsible for policy-making and general oversight and appoints the City Manager to conduct daily operations through a professional staff in accordance with the law and appropriate procedures. The City Council also appoints a City Attorney, a City Secretary, and a Municipal Judge.



The City Manager leads the provision of a full slate of municipal services, carried out by 409 full-time equivalent staff and a FY20-21 adopted budget of \$141 million. Services are delivered through 12 municipal departments.

The Public Safety Communications Center

In a recent reorganization, the Public Safety Communications Center was moved from being a unit within the Burleson Police Department to become a standalone department that reports to the City Manager's Office. Led by the Public Safety Communications Manager, the center is staffed with 19 employees and operates 24/7 to serve the Burleson community as the initial first responder team responsible to dispatch and support Burleson's Fire and Police Departments, as well as Medstar, the City's EMS ambulance provider.

The Position

Reporting to the City Manager, the Public Safety Communications Manager oversees the City's Public Safety Communications Department, including the development and monitoring of the budget, policies, procedures, initiatives, goals, and leads implementation. The position manages staff and works with the public safety chiefs and other stakeholders to ensure efficient operations, quality standards, and compliance with all local, state, and federal regulations.

Selected, key responsibilities of the Public Safety Communications Manager include:

- Developing and implementing Department goals, objectives, policies, and procedures in conjunction with applicable departments including appropriate public safety staff within and outside the Department.
- Hiring, training, supervising, and evaluating the performance and productivity of assigned personnel. The position monitors and ensures staff compliance with departmental policies, procedures, and applicable regulatory requirements; approves time and attendance; addresses and investigates complaints; handles disciplinary issues; makes schedules and work assignments; ensures appropriate level of staff for the Department; provides needed supplies for staff; and, ensures scheduling and completion of subordinate training.
- Serving as liaison to police, fire, and EMS, and coordinates with other departments to ensure efficient operations.
- Developing and overseeing the Department budget, forecasting of funds for all areas of its operations, as well as monitoring and approving expenditures and adjustments to maintain the budget.

- Responsible to develop, implement and oversee the quality assurance program and standards with a focus on appropriate resolution for maintenance of standards, continuous improvement and enhancement of service.
- Presenting and reporting to City Council, city management, other departments, or external agencies as needed.
- Conducting operational studies and external research to ensure compliance with legislative requirements and identify best practices in technology, as well as analyzing data trends on a variety of areas in the Department along with solutions to address areas of concern or needs.

- A leader with a positive attitude who values strong professional working relationships will align well with other City leaders of similar style.

Challenges and Opportunities

The next Public Safety Communications Manager will be presented with a number of known challenges and opportunities in which to excel including:

- As a new department, the Manager will have the opportunity to explore, innovate, and establish best practices in the industry. The success of the reorganization is of the highest priority for the City. To support the effort, a consultant has been engaged to provide a report with specific recommendations to consider implementing. A copy of the consultant's report will be made available in the near future at: ralphandersen.com/jobs/public-safety-commgr-burleson-tx.
- The recent reorganization and creation of a standalone department for public safety communications will require the Public Safety Communications Manager to complete several administrative aspects of the reorganization, but also to establish relationships and communication methods across the City and beyond.
- As a standalone department, the Manager has the opportunity to create an organizational culture that is in alignment with the City's values and to position the City of Burleson as the employer of choice in the region for public safety communications professionals.
- The City's continued growth will continue to expand the territory and workload of the communications center.

The Ideal Candidate

In addition to being ethical, well-qualified, and experienced, the next Public Safety Communications Manager must possess certain traits that will be essential for success:





- A strong desire for excellence to implement best practices, and continually improve and evolve an organization are critical aspects to success in the role.
- A collaborative and team-centric approach, especially as a standalone department serving the City's public safety departments, the next Manager should be a progressive problem solver and be oriented toward providing the best service and finding ways to say "yes."
- The ability to plan and operate with a strategic outlook will help prepare for the City's future growth and lay the foundation for innovations and improvements.

Qualifications

Any combination of education and experience that would provide the required knowledge, skills, and abilities is considered qualifying. The following is a typical way to qualify:

Education: A Bachelor's degree from an accredited college or university in Public Administration, Criminal Justice, Business, or related field.

Experience: Five or more years of management experience in a public safety communications center.

TCOLE Advanced Telecommunicator Certification or greater is preferred, as is affiliation with a one or more recognized public safety communications trade organizations.

Compensation and Benefits

The City of Burleson offers a highly attractive salary and benefits package for the position of Public Safety Communications Manager. Salary is negotiable based on qualifications and career experience, with a preliminary annual salary up to \$131,000.

The City of Burleson offers an excellent benefits package including the following:

- **Retirement:** Texas Municipal Retirement System (TMRS) with a 7% employee contribution and a 2:1 match by the City of Burleson.
- **Insurance:** The City provides excellent insurance benefits for employees including two health plan options, and dental and vision coverage. Additionally, life insurance, long-term disability, and an Employee Assistance Program are City provided. Employees have the option to purchase additional life insurance for themselves and their dependents.
- **Leave:** The selected candidate will receive vacation and sick leave, in addition to paid holidays, a personal day, and a wellness day, provided criteria are met.

Interested candidates are encouraged to contact Ralph Andersen & Associates for further details regarding the compensation and benefits package of this executive position.

Recruitment Process

Interested candidates should apply by October 27, 2020 to Ralph Andersen & Associates by submitting a compelling cover letter and a comprehensive resume to apply@ralphandersen.com. Top candidates may be asked to complete a supplemental questionnaire with responses to specific questions.

For further information or questions on the recruitment process, please contact Mr. Greg Nelson at (916) 630-4900. Confidential inquiries are welcome.

This recruitment incorporates existing rules and regulations that govern public sector recruitments in the State of Texas. In accordance with public disclosure/open record laws, information submitted for consideration may be made available to the public upon request by interested parties.

The City of Burleson is an Equal Opportunity Employer