



**911 COMMUNICATONS  
ADMINISTRATOR**  
City of **Fort Worth, Texas**

Recruitment Services Provided By





A Thin Blue Line American flag is shown waving against a dramatic, cloudy sky at sunset or sunrise. The flag features a single yellow stripe in the center. A blue rectangular box is overlaid on the left side of the image, containing white text.

## The Opportunity

The City of Fort Worth, Texas offers an exciting and unique opportunity to establish a new emergency communications department, as the City is in-housing its emergency medical services. This new role as the 911 Communications Administrator will lead the build out of Fort Worth's emergency medical dispatch and will serve as a key advisor for all public safety emergency communications for the City.



# About Fort Worth

A city of Cowboys and Culture, Fort Worth is known for its Texas hospitality. Exuding both charm and expansiveness, Fort Worth is the 12th largest and one of the fastest-growing big cities in the United States, distinguished as one of the fastest-growing urban centers in the nation. With great neighborhoods, scenic terrain, and a rich history of arts and culture, paired with world-class opportunities for business and education, it's not only fun to visit Fort Worth, but it's also even more rewarding to call it home. Fort Worth truly offers all the benefits and amenities of a bustling metropolitan city while keeping the small-town charm that keeps it unpretentious and charismatic in all the right ways. Designated as one of America's "Most Livable Communities" by the Partners for Livable Communities, the city truly offers a melting pot of culture, commerce, community, and, yes, cowboys.

Once an essential stop on the legendary cattle drives from Texas to Kansas and home to cattle barons and oil wildcatters, today, this city of more than 900,000 seamlessly blends its cattle and oil heritage with a vast array of businesses, industries, and entertainment. Known for a commitment to preserving its history, this modern city proudly celebrates the famous Stockyards National Historic District, home to twice-a-day cattle drives, Billy Bob's Texas — the world's largest honky-tonk — and Mule Alley, formerly the horse and mule barns utilized during World War I and now home to restaurants, shops, western heritage brands, and creative workspaces.

The city's downtown includes Sundance Square, a 35-block business and entertainment district featuring architecture from the Victorian, Art Deco, and modern eras. And the city's cultural district boasts world renowned museums, galleries, and public gardens. Major events include the MAIN ST Fort Worth Arts Festival, Mayfest – Fort Worth, and the iconic Fort Worth Stock Show & Rodeo. In fact, Money Magazine once proclaimed that "Fort Worth offers big city arts and entertainment without the attitude or high prices of comparable metros."

The city's proximity to Dallas/Fort Worth International Airport, located midway between the two cities, has enticed some of the best-known names in commerce and industry to locate their headquarters in Fort Worth, including American Airlines, BNSF Railway, Lockheed Martin Tactical Aircraft Systems, and Bell Flight. Transportation, healthcare, and manufacturing are driving factors behind employment in the city and, as Fort Worth has emerged as a popular tourist destination, the hospitality and travel sector has become a significant economic generator.

Other significant employers include JPS Health Network, Cook Children's Health Care System, Naval Air Station Fort Worth Joint Reserve Base, Texas Health Resources, and Alcon, as well as city and county governments and the Fort Worth Independent School District. In addition, the City of Fort Worth has several significant projects underway, including a future city hall and the continued development of Panther Island, a mixed-use development north of downtown.

It's no surprise that the city's list of accolades is long. It includes a place on U.S. News & World Report's "25 Best Places for Young Professionals," Travel & Leisure's "50 Best Places to Travel," and RetireBetterNow.com's "21 Best Places to Retire." Fort Worth has also been ranked among the "Best Cities to Raise a Family" by SmartAsset.com, and the city's zoo was named the "#2 Zoo in America" by USA Today behind the renowned San Diego Zoo.





# About Fort Worth

Access to health care and education are important quality-of-life factors, and Fort Worth offers an abundance of both. The city lays claim to one of the finest medical communities in Texas, including Cook Children's Health Care System, Baylor Scott & White All Saints Medical Center, Texas Health Harris Methodist Hospital, UT Southwestern Monty and Tex Moncrief Medical Center, Medical City Fort Worth, JPS Health Network, and the TCU School of Medicine.

As to education, Fort Worth's Texas Christian University (TCU), one of the state's most prestigious universities, offers more than 100 undergraduate majors in arts and sciences, business, fine arts, communications, education, engineering, and nursing. Texas A&M School of Law, Texas Wesleyan University, and the UNT Health Science Center draw students from around the country and beyond, while Tarrant County College District serves the community across multiple campuses.







# City Government

The City of Fort Worth operates under a council-manager form of government. The City Council comprises the mayor, elected at-large, and ten City Council members who represent single-member districts, all serving two-year terms. The City Council adopts municipal ordinances and resolutions, makes proclamations, sets the tax rate, and approves the budget. Positions appointed by the Council include the City Manager, City Secretary, City Attorney, City Auditor, municipal court judges, and City board and commission members.

The Fort Worth City Council's strategic vision priorities to enhance quality of life include:

- Economic Development & Community Investment
- Community Safety
- Infrastructure, Responsible Growth, and Fiscal Responsibility

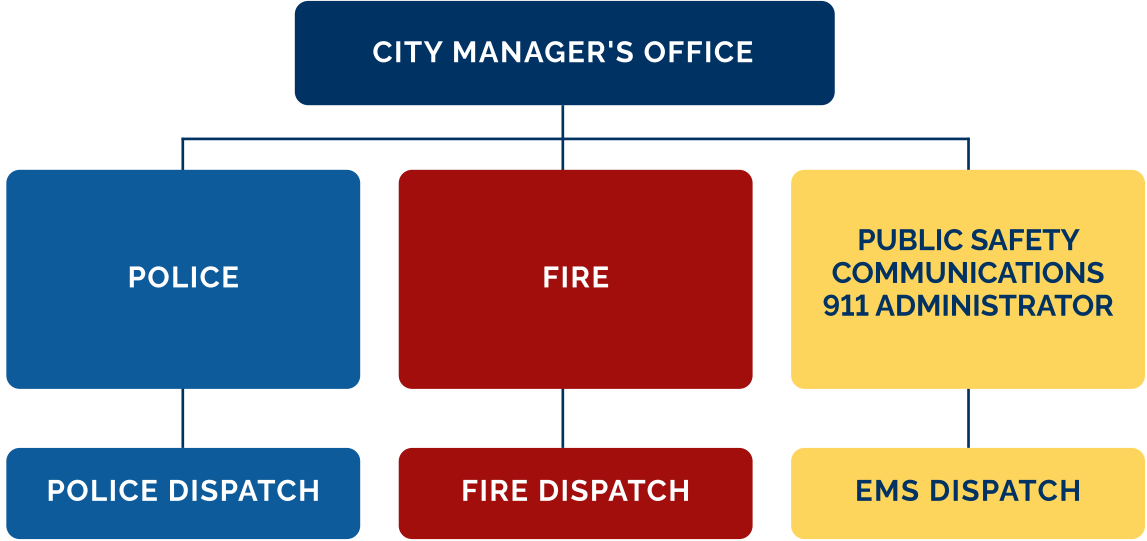
City Manager David Cooke, who was appointed to the position in 2014, oversees the day-to-day operations of the organization and is responsible for leading the City's 8,165 authorized positions in implementing the policies set forth by the Mayor and City Council, as well as managing an annual operating budget of approximately \$2.6 billion in Fiscal Year 2024. Fort Worth's ad valorem tax rate is \$0.6725 per \$100 of valuation.

Before becoming Fort Worth's City Manager, Cooke served more than 13 years as the County Manager, plus four years as Deputy County Manager in Wake County, NC, and a dozen years with the City of Charlotte, NC. His experience also includes working for a private-sector engineering and consulting firm, teaching economics at a community college, and serving as a presidential management intern in the Department of Defense. He is a graduate of the University of North Carolina at Chapel Hill and holds a master's degree in public administration.



# The Department

The City will transition emergency medical services from MedStar to an operation within the Fire Department. Current MedStar dispatch employees will transition into this new department to provide emergency medical dispatch services. The selected candidate will lead the transition of dispatch services to this new department and will play a strategic role in the City's overall 911 system.







## The Position

Reporting to an Assistant City Manager as a peer director to the Chief of Police and Fire Chief, the new 911 Communications Administrator has several key responsibilities:

- Oversees strategic planning and coordination of the City of Fort Worth's 911 systems.
- Coordinates the various 911 stakeholders – Police, Fire, EMS, and 311.
- Works to achieve operational efficiencies in service delivery.
- Assists Police and Fire with communication related accreditation issues as needed.
- Develops short-term and long-range plans for electronic equipment and system needs.
- Oversees the installation, maintenance, and proper use of various radio, alarm, computer, and other electronic equipment involved in emergency communications.
- Coordinates the provision of services and changes in service between the Police Department, Fire and Rescue Department, and other agencies.
- Ensures compliance and standard operating procedures.
- Establishes and promotes community awareness for effective use of emergency communications services such as E-911 and training.



# Ideal Candidate

The most successful candidates for the 911 Communications Administrator will have the following attributes:

- A level of comfort, confidence, and ideally experience, operating in a nebulous environment is essential. The selected candidate will not initially have clarity of structure or policy but will instead be shaping the new department and influencing the greater organization.
- Experience working in a large, urban environment with multiple emergency communications disciplines is necessary.
- Direct knowledge and experience with the various technologies used in Public Safety Answering Points and emergency dispatch operations and prior experience with system implementations is desired.
- Skills in change management and involving employees in new initiatives would be beneficial.
- A strong advocate for public safety emergency communications, who will work tirelessly for the overall improvement of service delivery would be valuable.
- Excellent soft skills, able to build and maintain effective relationships and strong teams without competition or conflict would be advantageous.
- Prior experience working in a collective bargaining environment would be helpful.







## Qualifications

Any combination of education and experience that is likely to provide the requisite knowledge, skills, and experience is qualifying. The following is a typical way to qualify:

**Education:** Bachelor's degree from an accredited college or university with major course work in Communications, Emergency Medical Services, Public Administration or a related field.

**Experience:** Eight years of increasingly responsible public safety communications experience, including four years of supervisory responsibility.



# Salary & Benefits

The City of Fort Worth is offering a salary range of **\$160,000 to \$185,000** for this position, commensurate with experience and qualifications. In addition, the City provides a benefits plan that includes medical, dental, vision, life, and long-term disability insurance, a pension plan (Fort Worth Employees' Retirement Fund), and a 457 deferred compensation plan. Partnering with Southwestern Health Resources, the City provides access to three employee health centers exclusive to Fort Worth employees, retirees, and their enrolled dependents.





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OUR  
TEAM

## Application & Selection Process

To be considered for this position, interested candidates must submit a cover letter and résumé no later than **Monday, July 29, 2024**, at:

[www.mosaicpublic.com/careers](http://www.mosaicpublic.com/careers)

### CONFIDENTIAL INQUIRIES ARE WELCOMED TO:

Greg Nelson | [greg@mosaicpublic.com](mailto:greg@mosaicpublic.com) | (916) 550-4100  
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