



**DIRECTOR OF HUMAN RESOURCES**  
City of **North Richland Hills, Texas**

Recruitment Services Provided By



The background of the entire page is a photograph of a vast field of yellow wildflowers, likely black-eyed Susans, in full bloom. The field stretches towards a line of green trees in the distance. Above the trees, a bright blue sky is filled with soft, white, puffy clouds. In the top-left corner, there is a solid dark blue rectangular block.

## The Opportunity

The City of North Richland Hills, Texas is seeking an experienced Director of Human Resources to lead a cutting-edge, people-centric organization committed to innovation, equity, and exceptional public service. This is a rare opportunity to influence citywide strategy, modernize talent practices, and champion a culture where employees are empowered to do their best work for a dynamic and growing community. As a key member of the City's executive leadership team, the Director will play a pivotal role in building a resilient workforce that reflects North Richland Hills's values, supports operational excellence, and helps drive the City's next chapter of success.

# About North Richland Hills

The City of North Richland Hills, Texas is an 18 square mile thriving community within the Dallas/Fort Worth metropolitan area. The community of more than 74,000 residents is the fourth largest city in Tarrant County and conveniently located within minutes from Dallas/Fort Worth International Airport. A former rural farming and ranching community, North Richland Hills is a hub of activity and opportunity. The city has an estimated build out of 83,000 residents and celebrated its 70th anniversary in 2023.

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. NRH is also home to over 1,200 businesses and 30 major employers. 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 equally strong. Pricing for new residential construction is rising with an average new home value of over \$400,000. As a community that is largely built out, the focus has shifted to redevelopment of existing properties and enhancing the quality of life for residents.

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 NRH20 Family Water Park. Numerous recreational opportunities appeal to a diverse population of citizens. With a median resident age of just over 39 years old, interests in quality-of-life activities are widespread. NRH has over 800 acres of park land, featuring playgrounds, more than 30 miles of hiking and biking trails, pocket parks, community parks, sports leagues, an aquatic park, concerts and other special events.

Students in the City of North Richland Hills are served by the highly acclaimed Birdville and Keller Independent School Districts. Birdville ISD serves more than 22,000 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 minutes.





# City Government

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 three-year terms. The City Council appoints the City Manager, City Attorney, City Secretary, and Municipal Court Judge.

With a FY 2027 all funds budget of \$179.1 million and ad valorem tax rate of \$0.555144 per \$100 of assessed value, the 603 full-time and 350 part-time and seasonal City employees deliver a full range of municipal services.

The City of North Richland Hills has recently been awarded several Top Workplace Awards for Employee Appreciation, Work-Life Flexibility, Employee Well-Being, Compensation & Benefits, Purpose & Values and Professional Development. More information can be found [here](#) and [here](#).



# The Department

The Human Resources Department is led by the Director and is comprised of five (5) full-time professional staff members and one (1) part-time intern who are supported by a department budget of \$16.3 million. The mission of the Human Resources Department is to provide exceptional service to employees and citizens as they develop, implement and support programs that maximize the potential of City staff; while maintaining a proactive and purpose-driven culture by being a positive example and technical experts in all human resources-related services.

The City of North Richland Hills is accomplished across the organization, and its employees reflect a high level of professional achievement. The HR Department is an important element of why NRH is so successful. Numerous awards and recognitions can be found [here](#).

**\$ 16.3M**  
Operating Budget

**6FTE**  
Employees





# The Position

The Director of Human Resources is a department head classification that oversees, leads, and participates in all activities of the Human Resources Department. The position directly reports to the Assistant City Manager. Some of the key job functions associated with the Director of Human Resources role include:

- Assists with the creation of the Human Resources Department budget by performing division budget reviews, making recommendations and adjustments as appropriate; presenting budget information to City officials and administrators as required; monitoring and administering the approved budget; ensuring accountability, tracking, monitoring and approving department expenditures; preparing marketing, strategic and business plans to manage resources; relaying budget information as necessary; and documenting actions as required.
- Develops and administers policies and operational procedures for the Human Resources Department including its divisions by communicating with City Council and Administration; determining which policies apply to department; devising plans on assimilating new policies and procedures into existing standards; updating existing policy and procedures as determined necessary; conveying new policy changes or additions to employees and ensuring new policies are followed; and preparing documents for approval. Also serves as the City's Director of Civil Service, acting as the City's liaison with the Civil Service Commission.
- Manages employee relations matters for the City by consulting with department heads and managers ensuring legal compliance with local, state and federal employment laws; recommending policies governing labor and employment issues; interacting with departments regarding organization structure and work processes; and designing and maintaining the City's performance evaluation process and documenting actions as required.
- Oversees the City's benefit programs as well as compensation and classification systems by coordinating the employee benefits program including retirement, health, dental, and Employee Assistance Program through appropriate outside consultants; ensuring incentives and benefits orientations, questions, and concerns are addressed; delegating orientation and employee questions to appropriate personnel; developing and maintaining compensation and employee incentive strategies; aligning compensation practices with goals and objectives set by the City; recommending policies and strategies related to City's benefits, compensation and classification systems; and complying with local, state and federal laws.
- The Director of Human Resources plays a critical role in overseeing the City's self-insurance program including group health, workers' compensation, general auto, police and public officials' liabilities; monitoring revenues and expenditures of the self-insurance fund; preparing the annual budget for the self-insurance fund; working with outside consultants; and recommending policies and strategies related to the City's Risk Management and self-insurance programs. Experience in administering a self-insurance program is essential in this role.
- Assists in the development and administration of the City's training and development strategies and recruiting practices by monitoring the training and organizational development needs of City employees; assessing the needs of employees; consulting with departments on training and development needs; recommending educational programs that meet the needs of the City; consulting with departments on recruiting practices; providing advice on employment law issues affecting recruitment practices; advising departments on selection techniques; and recommending recruiting and retention strategies.



## Leadership Opportunities

The next Human Resources Director must be experienced with and demonstrate commitment to collaboration, effective communication, and customer service to successfully address various challenges and opportunities:

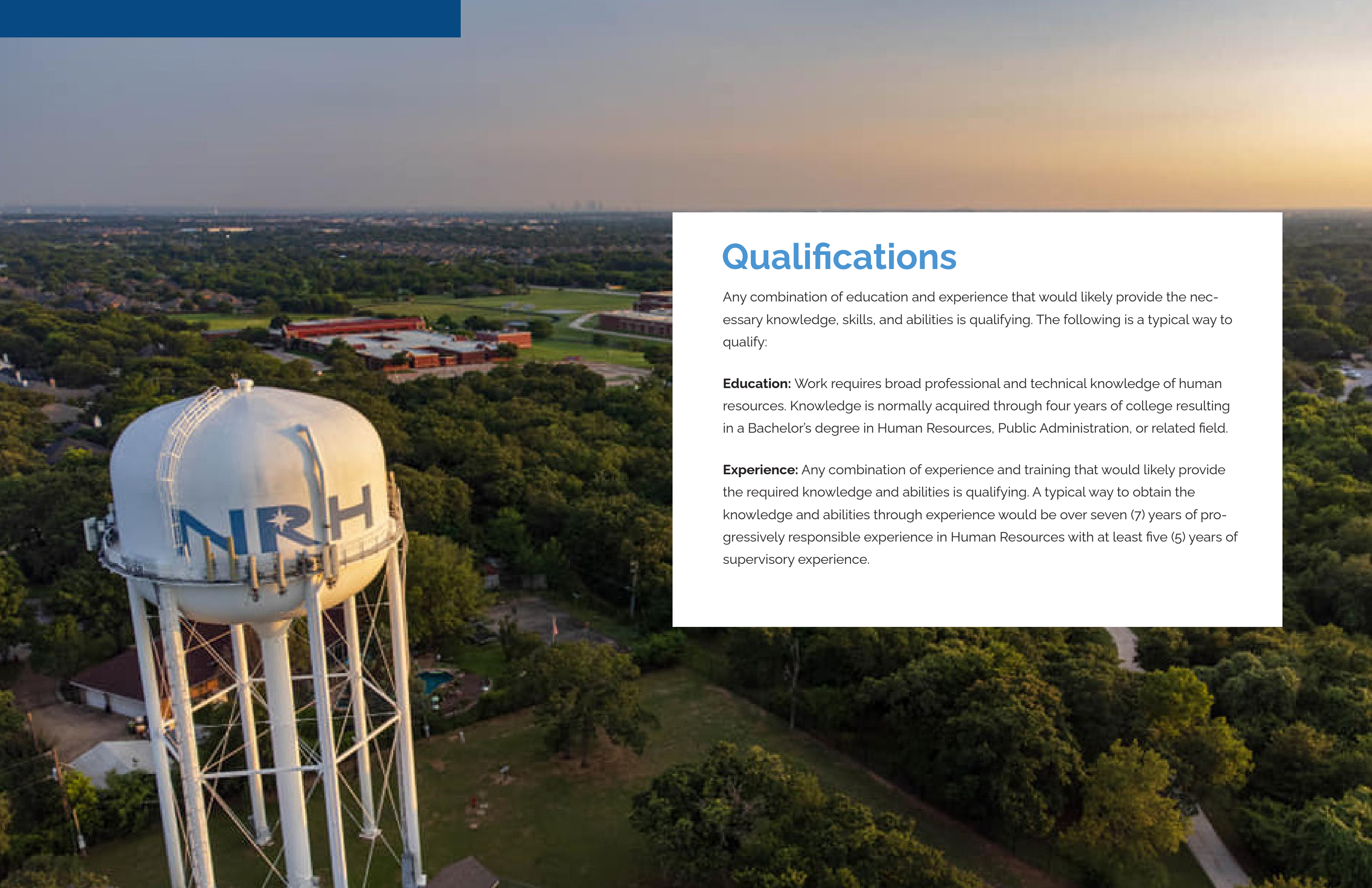
- Building on a quarter century of steady leadership, the next Director will help lead City staff into its next phase of evolution by aligning workload with organizational priorities, actively managing capacity, and implementing systems, policies, and procedures that improve efficiency. The successful candidate will understand the importance of work-life balance in a high-demand environment.
- The successful candidate will serve as a coach for their highly competent and tight-knit team. The next Director must also be willing to serve as a working team member.
- The next Director will have the opportunity to build strong relationships with all City departments and bring strong internal customer service focus to the position.
- As the City and its service delivery continue to grow, the next Director will proactively assess and modernize HR systems and internal service delivery processes. This includes streamlining workflows, clarifying roles and responsibilities, leveraging data for decision-making, and building scalable systems to support organizational growth.

# The Ideal Candidate

In addition to being a highly ethical and qualified servant leader, certain traits will be essential for the success of the next Human Resources Director in North Richland Hills:

- Given the high value North Richland Hills places on ensuring members of the City organization are valued and at their best to serve the public, a strong focus on employee wellness will assist in perpetuating the already strong organizational culture. Internal customer service is a cornerstone in North Richland Hills, especially in the Human Resources Department.
- A straightforward, consistent communicator who values relationships with others and establishes clear expectations, priorities, and transparent decision-making processes across the organization.
- Ability to provide sound, strategic counsel on complex and sensitive human resources issues to the City Manager, Assistant City Manager, and others in the City organization. A deep understanding of contemporary public sector human resources practices and associated legal dynamics will position the successful candidate to advise others effectively. The Director of Human Resources in North Richland Hills serves as a trusted advisor and confidant to others in the City organization.
- Demonstrated experience and a strong commitment to coaching, training, and supporting the Human Resources Department staff will assist in cementing a team environment and culture that will allow the team to best serve the broader organization. The ideal candidate will show genuine care for their direct reports while maintaining high-performance standards.
- Given that North Richland Hills is self-insured, the next Director of Human Resources will ideally bring experience in managing self-insurance funding and operating in a similar environment.
- A leadership style characterized by trust, authenticity, and approachability is essential to the success of the next Director. The ideal candidate will demonstrate high emotional intelligence, empathy, and the ability to balance psychological safety with accountability. A strong focus on field personnel and their needs as they strive to serve the community will also be highly valued.





## Qualifications

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

**Education:** Work requires broad professional and technical knowledge of human resources. Knowledge is normally acquired through four years of college resulting in a Bachelor's degree in Human Resources, Public Administration, or related field.

**Experience:** Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities through experience would be over seven (7) years of progressively responsible experience in Human Resources with at least five (5) years of supervisory experience.

## Salary & Benefits

The City of North Richland Hills offers a competitive starting salary between **\$150,000** to **\$170,000** which will be commensurate with qualifications and experience. The City participates in the Texas Municipal Retirement System (TMRS) at a rate of 7% and a City matching ration of 2:1. A full range of leave and insurance benefits are also provided including a 457 deferred compensation plan, and a flexible spending account. In addition, the Director of Human Resources receives a cell phone and auto allowance.

Additional benefit information can be viewed [here](#).





# Application & Selection Process

To be considered for this position, interested candidates must submit a cover letter and résumé no later than **Friday, November 6, 2026**, at:

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

## CONFIDENTIAL INQUIRIES ARE WELCOMED TO:

Bryan Noblett | [bryan@mosaicpublic.com](mailto:bryan@mosaicpublic.com) | (916) 217-3696

## Important Dates:

- Deadline to apply and be considered: Friday, November 6, 2026
- Candidates selected for interviews: Week of November 16, 2026
- In-person interviews for selected candidates: November 30, 2026
- Estimated start date: Early 2027

*The City of North Richland Hills is an Equal Opportunity Employer.*

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