

# Fire Chief

SOUTHLAKE  
FIRE



CITY OF  
SOUTHLAKE



This is an outstanding opportunity for an inspiring and strategic fire professional who is eager to lead **The Southlake Way** by striving to exceed expectations in the delivery of world-class fire and rescue services to those who live, work and play here.

# Community Overview

Southlake is a premier North Texas community, ideally located in the heart of the Dallas-Fort Worth Metroplex. Established in 1956, Southlake has evolved into a distinguished city known for its first-class development, high quality of life, and strong sense of community. With a population of over 31,000 residents, Southlake combines a vibrant local spirit with the warmth of Texas traditions.

The city spans approximately 22.5 square miles of carefully planned neighborhoods, acres of parks, and highly regarded public schools, creating a family-friendly environment that has earned national recognition. Southlake's award-winning mixed-use developments and thriving business landscape are a testament to its commitment to excellence.

Surrounded by neighboring communities such as Grapevine, Keller, Trophy Club, Westlake, and Colleyville, Southlake offers a vibrant and safe environment for residents. Consistently recognized as one of the best places to live, Southlake has received accolades from *D Magazine*, *Fort Worth Magazine*, and *Niche.com*. In recent years, it has been named one of Texas' best cities to raise a family, one of the safest cities by *MoneyGeek.com*, and one of America's top suburbs by *WalletHub* and *Niche.com*.

As a home-rule municipality with a Council-Manager government structure, Southlake delivers a full array of services to meet the needs of its residents and businesses. The City Council provides strategic direction, while the City Manager and department directors oversee daily operations across public safety, development, infrastructure, recreation, library services, and more. Southlake's commitment to innovation, efficiency, and quality living ensures its place as one of the leading cities in the Dallas-Fort Worth area, offering an unmatched balance of growth, community, and quality living.



# Organization & Culture

The City of Southlake is made up of a strong team of employees who are highly engaged and committed to their work. The City nurtures a progressive environment where challenging, empowered, and purposeful work is celebrated. Employees bring their best ideas, attitudes, and efforts to work with them every day, serving the community enthusiastically and effectively. In fact, the City's 2023 Gallup Q12 employee engagement survey indicated that 53% of the workforce is fully engaged. In comparison, 34% of Texas state and local government workers are engaged. The City is committed to creating a workplace that strives to ensure employees have the materials and equipment they need to do their job, takes time to provide meaningful recognition, shows employees that the City cares about them as people, seeks employee feedback, and emphasizes learning and growth.

Strategy execution is a fundamental part of the day-to-day operations within the City of Southlake. In 2005, the City Council worked closely with staff to develop a Strategic Management System (SMS) based on the Balanced Scorecard framework. The SMS aligns decision-making and resource allocation with City Council and citizen priorities. It includes a vision, mission, values, perspectives, focus areas, corporate objectives, strategy maps, implementation plans, and performance measures. In addition, each department has its own Strategy Map built around its core services, and they also develop their annual work plan to support the City's strategy.

Finally, departments have performance scorecards that provide a way to assess work quality. Attention is given to what needs to be done, but performance is also about how things are done. To guide this, the Southlake Way and the City's core values define the expectations. The City's values are Integrity, Innovation, Accountability, Commitment to Excellence, and Teamwork.

The City has approximately 550 employees and a total budget of about \$130 million with a tax rate of .305¢ per \$100 of valuation. The City has a structurally balanced budget and holds AAA bond ratings from all three rating agencies: Standard and Poor's, Fitch IBCA, and Moody's.



# CITY OF SOUTHLAKE



## City **Mission**

“The mission of the City of Southlake is to provide municipal services that support the highest quality of life for our residents, a supportive environment for local businesses, and unique and special experiences for visitors.”

## City **Vision**

Southlake is a vibrant, attractive, safe, healthy and fiscally sound community. We offer quality neighborhoods and a high standard of living, with abundant opportunities for learning, shopping, working, recreation and enjoyment of open spaces.

## Core **Values**

- Integrity
- Innovation
- Accountability
- Excellence
- Teamwork

For further information, visit the City of Southlake’s website at:  
<https://www.cityofsouthlake.com/>

# Fire Department **Background**

The Southlake Fire Department is the City of Southlake's primary provider of emergency response services. Founded in 1966 as the Southlake Volunteer Fire Department, it transitioned to a full-time professional staff in 1988. Today, the department operates with a dedicated team of 74 full-time personnel.

The Southlake Fire Department is committed to delivering exceptional service and safeguarding the community with a strong focus on preparedness, professionalism, and continuous improvement. To learn more about the Fire Department's background, please refer to the department's latest annual report.

**<https://www.cityofsouthlake.com/2023AnnualReport>**.



## About **The Department**

The Fire Chief leads the Fire Department, which includes four divisions: Administration, Fire Operations, Fire Prevention, and Emergency Management. The department consists of 74 full-time positions. Of these, 63 firefighters and EMS personnel operate on a three-shift system, ensuring round-the-clock emergency coverage. The department operates from three strategically located facilities—East, West, and North—which house various firefighting and EMS apparatus, including engines, ladder trucks, ambulances, and specialized equipment. The Fire Department's FY 2025 annual operating budget is \$12,640,044.

The Southlake Fire Department is internationally accredited by the Commission on Fire Accreditation International (CFAI), a distinction it first earned in 2000. This accreditation emphasizes continuous improvement and effective organizational management through industry best practices. With 252 performance indicators and 86 core competencies, the process provides a roadmap for future growth and supports immediate enhancements. It ensures decisions are data-driven, increases operational efficiency, and creates a safer work environment. The department is reassessed by CFAI peer assessors every five years to maintain its accredited status. In addition, the department holds an ISO-1 rating.

» **Department Mission Statement:** To provide world-class service.

» **Department Vision Statement:** The Southlake Fire Department continually strives to be role models in our community and leaders in our profession. We are committed to providing the best public service through innovative training, education, technology and equipment.

**For more information about the department visit:**

**[www.cityofsouthlake.com/Fire-Department](https://www.cityofsouthlake.com/Fire-Department)**

## About **The Position**

The Fire Chief of the City of Southlake holds a strategic leadership position dedicated to addressing the needs of the community as they relate to the Fire Department. This role ensures the department's readiness, responsiveness, and alignment with the City's overall mission and values. Appointed by the City Manager, the Fire Chief reports to the City Manager's Office and is responsible for directing, managing, supervising, and coordinating the activities and operations of various divisions, programs, services, and facilities within the Fire Department.

This is accomplished by assuming full executive leadership and management responsibility for all departmental services and activities. This position oversees the department's day-to-day operations by providing supervision to assigned division supervisors and managers; implementing goals, policies and priorities; coordinating activities with other divisions, departments and outside agencies; providing highly complex support to the City Manager's Office, and working closely with the Executive Leadership Team, City Council, and assigned boards and commissions to advance the City's mission and goals.

## The **Ideal Candidate**

The new Fire Chief shall be a champion for Southlake and have the executive presence, situational awareness, and public awareness to build upon the successes of the Southlake Fire Department. This strategic-minded individual must be dedicated to embracing the city's leadership guiding principles and leading the department in the same manner with a focus on customer service excellence. The new Fire Chief shall prioritize high performance and innovation, focusing on best practices to enhance organizational and operational efficiency, leverage new technologies in fire service delivery and resources, and ensure the future readiness of the Fire Department.

It is imperative for this new thought leader to be collaborative and have exceptional interpersonal, analytical and public speaking skills to bring credibility to the role, along with the humility to listen intentionally to understand the needs, perspectives, concerns and values of others. The new Fire Chief shall be committed to community outreach and education, along with the ability to connect with and earn the respect of employees, City leadership, elected officials, civic leaders and mutual aid partner agencies.

The future Fire Chief shall have a transparent and employee-centric leadership style that fosters a culture of respect, prioritizes the mental, physical, and emotional well-being of the team, and maintains calm, decisive adaptability in the face of challenges.





# Southlake Executive Leadership **Guiding Principles**

The guiding principles for Southlake's Executive Leadership Team are designed to ensure that department heads operate in alignment with the City's mission and values and require leaders to:

- » Lead in Alignment
- » Provide Clear Expectations
- » Champion Improvement
- » Foster Positive Relationships
- » Promote Collaboration
- » Engage with the Community
- » Build Trust
- » Communicate Excessively
- » Enhance Employee Engagement
- » Deliver Exceptional Service
- » Set Quality Standards
- » Review Performance Vigorously
- » Exhibit Executive Presence
- » Understand Political Dynamics
- » Ensure Financial Efficiency
- » Prepare for the Future

## Desirable competencies for the **Fire Chief** shall include:

- » **Inspirational Leadership** – Forward thinking, visionary; optimistic “can do” attitude; serves as an effective mentor and coach; empowers the workforce; creates a workplace environment and employee experience that aligns with the City’s aspirational culture goals; encourages the development and nurturing of ideas; exhibits engaging and approachable behavior; and is accessible and visible to the department staff.
- » **Community Collaborator** – Successfully engages with the City leadership, Mayor & Council, external stakeholders and civic leaders; maintains positive and productive community partnerships with neighboring fire agencies for mutual aid of resources; maintains a strong personal executive presence that exceeds public expectations and demonstrates leadership within the organization.
- » **Communication Skills** – Is an intentional listener and open communicator; exceptional analytical, written and verbal communication, as well as presentation skills; handles sensitive situations with tact and diplomacy; able to provide clear and informative messaging to the public and staff through various mediums.
- » **Strategic-Thinking/Results-Oriented** – Has patience and perseverance necessary to cultivate a vision and direction for the department that clearly aligns with the City’s mission, vision and values. Actively seeks best practices and emerging trends to enhance fire and rescue service delivery, developing and monitoring action plans that reflect the City’s short- and long-term goals. Establishes key benchmarks and performance metrics to guide continuous organizational and process improvement, ensuring the department remains relevant and effective in meeting community needs.
- » **Talent Management** – Demonstrates the ability to attract, develop, and retain a highly engaged workforce; aligns employee strengths and positions to create a high-performing team; places a high value on training and professional development of staff for continued growth opportunities to build a talent pipeline for succession planning; fosters a culture of personal accountability and team building.

## Minimum **Qualifications**

Bachelor’s degree level of study in fire science, public administration, or a closely related field or equivalent work experience, along with eight (8) years of increasingly responsible command and supervisory experience in an organized fire department with four (4) years of administrative and supervisory experience. Master’s Degree in Management, Business Administration, or Public Administration or a related field is desired.

- » Candidates shall possess the following Licenses and/or Certifications:
  - Possession of, or ability to obtain, a valid Texas Driver’s License;
  - Possession of Texas Commission on Fire Protection Certification; and
  - Possession of Fire Instructor certification.
  - Other certifications or licenses may be required for certain needs.

# Compensation **And Benefits**

The range for this position is **\$152,000 - \$227,000** and will be commensurate with the selected candidate's experience and qualifications. The city also offers an attractive and competitive benefits package.

To learn more, go to: <https://www.cityofsouthlake.com/380/Pay-Benefits>



# Application Process **And Recruitment Schedule**

To be considered for this exceptional career opportunity, submit your resume, cover letter, and a list of six work-related references (who will not be contacted without prior notice) by **Monday, December 30, 2024**. Resume should reflect years and months of employment, beginning/ending dates as well as size of staff and budgets you have managed.

Please submit your materials to: <https://www.cpshr.us/recruitment/2410>

For additional information about this position please contact:



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Resumes will be screened in relation to the criteria outlined in this brochure. Candidates deemed to have the most relevant and strongest backgrounds will be invited to participate in a preliminary screening interview with the consultant. Those individuals determined to be best suited will be invited to participate further in a formal assessment process with the City. Final placement is contingent upon the completion of comprehensive reference and background checks.