



This is a great opportunity for a solution-oriented and highly organized public servant that is committed to help make communities a better place to live, work and enjoy.

Director of Neighborhood Services

THE COMMUNITY

Missouri City, Texas, known as the “Show Me” city, has a population of over 80,000 and is conveniently situated 20 miles southwest of downtown Houston. The city covers 29.8 square miles and is easily accessible by major transportation thoroughfares including US 90A, Beltway 8 (Sam Houston Tollway), Fort Bend Toll Road, and State Highway 6. Most of the city is located in Fort Bend County with a small portion of the city in Harris County. Missouri City has easy access to both Houston airports (William P. Hobby Airport & George Bush Intercontinental Airport) and is less than 60 miles from Galveston. This location provides easy access to Texas Medical Center and other Houston facilities.



Missouri City is respected nationwide for its high-quality development requirements, evidenced by its designation as a Platinum Scenic City by Scenic Texas, a program that honors cities excelling in fostering a sense of pride in their communities by utilizing strict ordinances and regulations that preserve the City’s visual environment. Missouri City is one of nine cities to have received this designation in Texas and the only city in the Houston region. It should be noted that, unlike neighboring Houston, Missouri City has been zoned since 1981.

Missouri City is a very diverse community and provides a high quality of life. Despite the size of its population, it has the feel of a small close-knit community. Residents of Missouri City enjoy a high quality of life that combines the advantages of a major metropolitan area with the comfortable atmosphere of a smaller community. The City has 21 parks totaling 515 acres and a state-of-the-art Recreation and Tennis Center that houses a cardio and weight room, gymnasium, batting cages, multi-purpose rooms, and tennis courts. The City also owns an award-winning 36-hole golf course and meeting facility.

Missouri City is served by two public school districts: Fort Bend ISD and Houston ISD. There are also seven private schools available within the City. There are eight community colleges within 50 miles of Missouri City, with the closest being the Houston Community College campus adjacent to City Hall in Missouri City. Additionally, Houston is home to numerous colleges and universities including the University of Houston, Rice University, Texas Southern University, Houston Baptist University, and the University of St. Thomas.

With easy access to the Texas Medical Center and other Houston facilities, Fort Bend County is home to some of the most progressive health care networks in the region. Nearby hospitals include Methodist Sugar Land Hospital, St. Luke’s Sugar Land Hospital, Texas Children’s Health Center, Memorial Hermann Southwest, and Memorial Herman Sugar Land. Missouri City is also located a short drive from the world-renowned Texas Medical Center.

The median home value in Missouri City is \$253,225 and the property tax rate is \$0.573750 per \$100 of assessed value. The median age is 39, and 47% of residents hold a bachelor’s degree or higher with a median household income of \$98,756.

GOVERNMENT

The City of Missouri City operates under a Council-Manager form of government. The Council is comprised of a Mayor, elected at large, and six Council members. Two Council Members are elected at-large and four elected from single member districts. The City Council appoints the City Manager to lead and manage the day-to-day operations of the organization.

The City Manager oversees the work of 428 full-time employees, and an FY 2023 annual budget of \$199,316,434 which includes a General Fund Budget of \$72,648,897. The City is comprised of 13 departments including General Government, Police, Fire & Rescue, Financial Services, Municipal Court, Economic Development, Public Works, Development Services, Parks & Recreation, Human Resources & Organizational Development, Communications, Innovation & Technology, and the newly created Neighborhood Services. The Leadership Team is working to build a high-performance organization that is customer-focused.

The City Council adopted a strategic plan which serves as an action-oriented road map. This plan continually and intentionally focuses and aligns City resources towards achieving the long-term vision of the community. This plan was a culmination of months of preparation, creative thinking, and documentation of the structure and methods the City uses to guide its decisions. This plan also provides context to the complex public policy and resource allocation questions that may arise. The City has established strategic steps and objectives to accomplish the adopted goals.

CITY OF MISSOURI CITY'S 2023 STRATEGIC GOALS

Create a Great Place to Live

To create a safe, beautiful, active, diverse, unified, and known destination as a place to live.

Maintain a Financially Sound City Government

To maintain a financially sound organization through effectiveness, quality services, infrastructure and growing the base.

Grow Business Investments in Missouri City of Missouri City

To grow more businesses and jobs, as well as optimizing business retention and expansion in Missouri City.

Develop a High-Performance City Team

To develop employee performance through working together and producing results.

Have Quality Development Through Build Out

To create active lifestyle centers, build and maintain high quality neighborhoods and housing, and ensure effective mobility.

To learn more, go to: <https://www.missouricitytx.gov/>

THE DEPARTMENT

The City of Missouri City created a "brand new" Neighborhood Services Department this year, which is comprised of 17 full-time employees within four (4) Divisions: Code Enforcement, Health Inspections, Animal Services and Solid Waste & Environmental. The Department is committed to protecting the health, safety and well-being of all people and animals in the community through the enforcement of state and local laws, the collection of solid waste and recycling, along with the inspection of all residential and nonresidential construction that occurs within the City in conjunction with the enforcement of health, nuisance, and property maintenance, and technical codes.

The Code Enforcement Division provides proactive and reactive services to ensure compliance with property maintenance standards to improve the quality of neighborhoods, the enforcement of locally adopted zoning laws and city codes, nuisance abatement, and partnerships with citizens and homeowner/property owner associations.

The Health Inspections Division is responsible for securing the health and safety of residents and visitor by performing inspections of all food establishments. They offer and provide solutions to food establishment owners and provide feedback on the plan review stage of new food establishments.

The Animal Services Division is responsible for providing animal control, temporary housing, and humane care/treatment for all shelter animals. The Animal Services Division is active in the community creating collaborative partnerships and training with outside agencies, rescue groups, and volunteers to promote adoptions and reduce euthanasia rate(s).

The Solid Waste & Environmental Division manages the residential solid waste trash collection program and the curbside recycling and green waste program through a contract with GFL Environmental (formerly WCA Waste Corp.).

THE POSITION

Under the direction of the Assistant City Manager, the candidate selected for this position will be the very "first" Director of Neighborhood Services and will serve as a member of the City's Leadership team. This role directs the activities of the Neighborhood Services Department, which includes planning, coordinating, administering, and evaluating programs, projects, processes, procedures, systems, standards, and services; manages the development and implementation of departmental goals, objectives, policies, and priorities for each assigned service area; and provides highly responsible and complex administrative support to the city management team.

A FEW ADDITIONAL AREAS OF RESPONSIBILITY:

- Ensures compliance with federal, state, and local laws, regulations, codes, and/or standards.
- Assumes full management responsibility for all Neighborhood Services Department services and activities including code enforcement, health inspections, animal services, and environmental services; recommend and administer policies and procedures.
- Establish, within City policy, appropriate service, and staffing levels; monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; allocate resources accordingly.
- Assess and monitor workload, administrative and support systems, and internal reporting relationships; identify opportunities for improvement; direct and implement changes.



- Plan, direct and coordinate, through subordinate level staff, the Neighborhood Services Department's work plan; assign projects and programmatic areas of responsibility; review and evaluate work methods and procedures; meet with key staff to identify and resolve problems.
- Select, train, motivate and evaluate assigned personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.
- Oversee and participate in the development and administration of the department budget; approve the forecast of funds needed for staffing, equipment, materials, and supplies; approve expenditures and implement budgetary adjustments as appropriate and necessary.

IDEAL CANDIDATE

The ideal candidate needs to have the political aptitude and emotional intelligence to effectively build and unify new divisions into a high-performing, collaborative team. This strategic leader shall have exceptional interpersonal, analytical, organizational, communication and presentation skills to bring credibility to the role and have the ability to quickly establish mutual respect and trust with City leadership, department staff and the residents. This "community steward" must have a heart for the community, a passion for public service, and a business-mindset dedicated to seeking "best practices" for continued growth and effectiveness.

The **Director of Neighborhood Services** shall have these additional core competencies:

- **Adaptable and Managing Change** – Adapts to ongoing challenges and capable of shifting in various directions due to changes in project priorities or issues; provides updates to City leadership on an ongoing basis.
- **Problem-Solving and Strategic Thinking** – Demonstrates the ability to analyze, interpret and effectively identify and solve problems; makes informed decisions, and successfully addresses complex project challenges; provides/implements creative solutions and courses of action.
- **Collaboration & Engagement** – Has a professional presence suitable to successfully engaging with Consultants, Developers, City Management, City Council, county and state officials, and community stakeholders; serves as a departmental representative for City Council meetings, community meetings and project meetings.
- **Leadership** – Demonstrates an enthusiastic and empowering workforce and creates an environment where ideas are fostered and nurtured; exhibits engaging and approachable behavior; listens attentively to understand the needs, intentions, and values of others.
- **Team Building & Talent Development** – Mentors employees; provides opportunities for staff development; builds and maintains teamwork within the Department of Neighborhood Services and with other City Departments



EDUCATION AND EXPERIENCE

Candidates must have a bachelor's degree in public administration, urban planning or closely related field from an accredited college or university; a minimum of 5 years of progressively responsible managerial experience in comprehensive programs involving neighborhood revitalization, urban planning, code enforcement, housing, and community development activities.

COMPENSATION & BENEFITS

The anticipated salary range will be **\$105,000 to \$139,000** and will be commensurate with the qualifications and experience of the successful candidate. The City participates in the Texas Municipal Retirement System (TMRS), with a 2:1 employer match. The City also offers an attractive and comprehensive employee benefit package which can be accessed at:

<https://www.missouricitytx.gov/232/Compensation-Benefits>

APPLICATION PROCESS

The first resume review is Friday, June 9, 2023. To be considered, please submit a detailed resume, cover letter, and six work-related references. Your resume should indicate the size of staff and budget you have managed and reflect both months and years with regards to the employment dates for current and prior positions held.

To review more information on the position, and to submit your materials visit: <https://www.cpshr.us/recruitment/2200>.

For additional information about this position please contact:

CPS HR CONSULTING

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Resumes will be screened in relation to the criteria outlined in this brochure. Candidates deemed to have the most relevant qualifications will be invited to interview with the consultant, following which the most qualified candidates will be referred to the City for further consideration.