

City of North Richland Hills, TX



9001 Boulevard 26, North Richland Hills, TX 76180

General Manager NRH₂O Water Park





NRH₂O Family Water Park

NRH₂O, a dynamic family outdoor water park, is located on 17 lush acres in the heart of Dallas - Fort Worth, in North Richland Hills, Texas. The park opened in 1995 and was one of the first municipally owned water parks in the country. Nine full-time staff and approximately 350 seasonal team members create a customer friendly, fun and safe environment for guests of all ages.

The award winning park features numerous attractions and amenities including one of the world's longest (1,161 feet) uphill water coasters, the eight-story tall Green Extreme. Other popular attractions include an endless river, a wave pool, an interactive, multi-level tree house, a large children's multisensory splash area and several thrilling waterslides, all in a beautifully landscaped park. Additionally, several specialty food service outlets and banquet facilities serve large groups and appetites of all kinds.

In 2013, NRH₂O Family Water Park was recognized as the "Best Public Waterpark Resort" by Aquatics International, the third time since 2005 that NRH₂O has received this honor. The park has also been recognized by TripAdvisor as one of the best customer-rated waterparks in the country. To continue to grow attendance and customer satisfaction, NRH₂O adds new features on a regular basis, including single-rider slides, like the Blue Twister, and multi-rider attractions like the Accelerator mat racer and the Viper, a thrilling multi-person ride with a 20' drop into a "MegaTube".

NRH₂O continues to be a role model for publicly owned water parks. Originally established with taxpayer funds, the park is now completely self-sustaining, with all maintenance and improvements budgeted and paid for through operation margins.

Attendance at the facility is around 250,000 guests annually, with the season running from Memorial Day to Labor Day.

The Community

North Richland Hills is known as the "City of Choice to Live, Work & Play." Just minutes from Dallas and Fort Worth, North Richland Hills is the third largest City in Tarrant County with a 2013 population estimation of 64,240 residents, 1,200 businesses and 30 major employers. The community has much to offer with an excellent blend of neighborhoods, parks, dining, shopping, office and manufacturing space. They have a low crime rate, excellent public school system, one of the best public libraries in the state and a nationally recognized parks and recreation program.

In 2013, North Richland Hills received the following honors: (1) Awarded Gold Level certification from Scenic Texas as a Scenic City; (2) named one of the Top 10 Safest Neighborhoods in DFW by the Dallas Morning News; and (3) Iron Horse Golf Course was named by the Golf Channel as one of the top 10 golf courses in DFW.

Government

North Richland Hills operates under a council-manager form of government. The City Council is composed of a mayor and seven council members. The mayor and council members are elected at-large and serve two-year terms. The council enacts local legislation, adopts the annual operating budget and sets policy. The city manager is responsible for the day-to-day operations of the city and reports directly to the council.

NRH₂O General Manager

The NRH₂O General Manager oversees operational activities of the NRH₂O Water Park to include evaluating operations, preparing and monitoring budgets, supervising personnel and ensuring the safety, satisfaction and enjoyment of Park guests. Other duties include overseeing guest relations and risk management activities, participating in Park development projects and interacting with other City employees and citizens.

Duties, Functions and Responsibilities

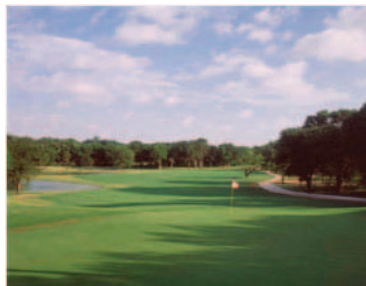
- Manages NRH₂O Water Park operations by evaluating operations, overseeing all staffing and personnel administration, preparing and monitoring budgets, creating new programs and service offerings and developing policies and procedures.
- Ensures the safety, satisfaction and enjoyment of aquatic park guests by managing park operations and making decisions regarding policies and circumstances.
- Oversees guest relations by communicating with guests, identifying and understanding challenges guests may have with Park operations and working with employees and guests to resolve such challenges.
- Participates in Park development projects by developing recommendations for new attractions and facility development, compiling guest feedback and industry research and utilizing experience with Park attractions.

Education and Experience

Interested candidates should possess a Bachelor's degree in the field of aquatics management, park and recreation administration, business, marketing, or a related field with a minimum of three years full time, year-round experience in management of a comparable program which will include budget development, staff management, public relations, major event planning and production and promotion marketing. An equivalent combination of education, training and experience may be considered.

Required Licenses and Certifications

- Valid Texas Class C Drivers License (*must be obtained within 6 months from the date of hire*)
- State Certified Food and Beverage Manager (*must be obtained within 12 months from the date of hire*)
- Ellis and Associates Lifeguard Instructor (*must be obtained within 12 months from the date of hire*)
- Certified Pool Operator and Aquatic Facility Operator (*must be obtained within 12 months from the date of hire*)
- EMT-B, Certified Cardiopulmonary Resuscitation (CPR)
- First Aid



Ideal Candidate

The ideal candidate will have Water Park experience; Amusement or Family Entertainment Center experience will be considered. The ideal candidate should have financial experience to include budget responsibility, retail, food/beverage and revenue sales. The NRH₂O General Manager will be a strategic thinker with experience in planning, marketing and branding. Experience with refurbishing and/or replacing aging infrastructure will be beneficial for this position.

NRH₂O strives to be a high performance, customer-focused organization. This individual must be a fun, forward thinking, business minded leader who is actively involved in the community. The ideal candidate must exhibit strong coordination and relationship-building skills in working with the entire organization and set a positive example of competence, professionalism, customer service and work ethic for the organization and the community.

The ideal candidate will be a motivational leader who inspires the seasonal and fulltime staff to achieve excellence. Effective communication along with strong collaboration and team building skills will be necessary for this individual to be successful; advanced written and oral communication skills are imperative.

Salary

The City of North Richland Hills is offering a competitive salary commensurate with experience and a comprehensive benefits package. Relocation assistance will be available for the successful out of area candidate.

How to Apply

Applicants should forward a cover letter and resume to:

resumes@affionpublic.com

Reference: NRH₂O

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