



City of West Allis

City Administrator Recruitment



The City of West Allis, Wisconsin is seeking a dynamic and experienced professional to serve as its next City Administrator. Join our executive leadership team that is committed to collaboratively transforming and positioning the City of West Allis as the preferred municipality in the Milwaukee metropolitan area.

Learn more 



Welcome to West Allis!

We believe in our work, and believe our work matters.

We are a forward-thinking municipal organization that values the best in people and service. We pride ourselves on delivering efficient, innovative services to our community of nearly 60,000 diverse residents. Conveniently located between the thriving Milwaukee downtown urban center and inviting Lake Country suburbs, the City of West Allis is undergoing major redevelopment and discovering new vitality as a southeastern Wisconsin destination community. Be a part of our transformation by joining the City's team!

Joining our team offers exciting opportunities for professionals from all fields to grow their experience and leverage their passion to make West Allis an amazing place to live and work. We offer a positive, collaborative work environment and support training and development for all of our staff, from interns to senior managers. We see how our work impacts our residents every day, and we strive every day to show them our best.

City Administrator Position

As our city administrator, you would serve as a chief executive, in charge of all major local government decisions. The selected candidate would work closely with the mayor, and oversee the day-to-day operations of all departments of West Allis' local government to ensure they're functioning efficiently. The City Administrator is appointed by the City Council and carries out policies enacted by the City Council.





Our Community

The City of West Allis is a thriving and growing community experiencing a surge in redevelopment. West Allis continues to re-establish itself as a vibrant city with an exciting future. Centrally located between the recreational and cultural amenities of downtown Milwaukee and Wisconsin’s scenic, renowned Lake Country area, West Allis offers residents and visitors much to experience and explore.

Shops & Dining

West Allis’ historic downtown boasts unique boutiques and shops, and our bustling Highway 100 commercial corridor offers the best in national retail. West Allis is home to a thriving independent restaurant community. Visit Caulfield’s Wine Bar for an exceptional glass of wine, or drop by Ope! Brewing Co. for their wide variety of beers on tap. Relax in one of our many family owned restaurants or dine outdoors on a patio. Enjoy cuisine from all over the world, or taste something delicious prepared close to home.

Parks & Outdoors

Milwaukee’s Oak Leaf and Hank Aaron trails cross through West Allis, providing cyclists and pedestrians with hundreds of miles of trail to explore. West Allis maintains 14 parks and green spaces, and four Milwaukee County Parks are situated in West Allis, including Greenfield Park. This park boasts an 18 hole regulation golf course and Cool Waters waterpark, full of slides, splash pads, and pools to cool off in during the summer.







Development

West Allis boomed in the early 1900s as an industrial city with dozens of factories, most notably the Allis Chalmers Company. As large scale manufacturing has given way to new industries, West Allis has redeveloped acres of previously underutilized, former factory space into new and exciting developments. Several mixed-use developments are in progress as the City enters 2025.

Things To Do

Residents and visitors alike flock to West Allis’ community events. Spring features the seasonal opening of the West Allis’ award-winning Farmers Market, the area’s oldest and largest outdoor farmers market. In summer, enjoy our Summer Concert Series, Food Truck Fridays, and our two-day Independence Day celebration. Holiday parades such as the Independence Day and the Christmas Parade offer family fun for all ages throughout the year. Don’t forget State Fair! For 10 days each August, West Allis hosts the state’s largest food and agricultural festival at State Fair Park. Easy access to Milwaukee attractions ensures even more entertainment opportunities, such as the Milwaukee County Zoo, Milwaukee Brewers games at American Family Field, Summerfest and cultural festivals at Henry Maier Festival Park, Milwaukee Public Museum, Fiserv Forum, and more, all within 20 minutes drive of West Allis.

Quick Facts

-  County: Milwaukee
-  Population: 58,874
-  Registered Voters: 33,295
-  Median Household Income: \$69,685
-  Square Miles: 11.402mi²
-  Park Land: ~1150 acres



Who We Are

Our mission

The City of West Allis is a municipal corporation operating under the constitution and statutes of the State of Wisconsin and the ordinances, policies, and procedures of the City to:



Provide cost-effective municipal services consistent with the needs and desires of the community.



Provide for the health, safety, and welfare of the community.



Provide a quality living and working environment.



Provide a positive, progressive, and creative approach to the budget, management, and operations of the City.



Core Values

Service Excellence: Exceptional professional service for and by outstanding people; responsive, efficient, dedicated, and engaged workforce.

Continuous Improvement: Innovations through creative and strategic management; sustained improvement through goal-oriented, customer focused results.

Open and Transparent: Ethical, accessible, and accountable government operations.

Renewal: Revitalization through collaborations and partnerships with a focus on image, economic development, and growth.

Equitable: Respectful, responsible, compassionate, and welcoming to all.

Who We Are *cont.*

Our Commitment to Innovation

The City of West Allis is committed to providing cost-effective municipal services and a positive and creative approach to the management and operation of the City. As such, goals for excellence in administration, which include preparation of “focused” annual objectives and action plans/strategies, use of team building, quality improvement strategies, and administrative and technological improvements and measurement of department performance, have been adopted by the Common Council.

Our Organizational Structure

The City of West Allis is governed by a Mayor and Common Council made up of ten part-time Alderpersons. The Mayor and Common Council collaboratively formulate budgets, set policies, grant licenses, and pass ordinances. The Common Council has five standing committees:

Administration and Finance, Board of Public Works, Safety and Development, License and Health, and Advisory. Review of items submitted to the Common Council is completed by one of these committees.

Our Vision

West Allis desires to become the preferred City for visitors, residents, and businesses.

Our Strategy

In 2022, West Allis’ Common Council approved the adoption of a Five Year Strategic Plan to position the City for long-term growth and development. Five key strategic goals, supported by itemized actions to guide implementation, are intended to improve the City’s positioning as a destination community by focusing on citizens’ quality of life, citizen engagement activities, business development, and more.

These goals are:

- **Community** - to have a community that is healthy, accessible, attractive and open to all community members and visitors.
- **Destination** - to have a community that attracts businesses, engages in partnerships and is considered a safe and attractive place to live, work and visit.
- **Finance** - to have a City government that is fiscally responsible and aligns organizational resources with the needs of the community.
- **Infrastructure** - to create a long-term approach to investing in, managing and maintaining the City’s physical assets.
- **Organizational Excellence** - to have a City government that makes investments in employees and is accountable and transparent in its practices.

The City Administrator is tasked with overseeing the implementation of this plan and leading collaboration across departments to reach these goals. Learn more about the Strategic Plan at www.westalliswi.gov/strategicplan.



City Administrator

The City Administrator is a multi-faceted role encompassing a variety of duties. Key responsibilities include daily direction and operation of the city, crisis management, leadership and team building, innovation, strategic planning, media relations & tourism, legislative relations, budgeting, and other miscellaneous duties.

Daily Direction and Operation of the City:

- Take direct responsibility for all City operations; lead, direct, supervise, and develop all Department Heads and employees in the efficient, effective and economical delivery of municipal services (subject to statutory and ordinance limitations)
- Works with Department Heads and senior management to ensure effective coordination and cooperation among departments; coordinates the continuous review of interdepartmental processes for quality control and improvement; meet with staff to identify and resolve problems
- Take initiative and lead innovation by directing the development and implementation of the City's goals, objectives, policies, and priorities set by the Mayor and Common Council
- Prepare studies on operations and finances and do research and reports on trends, technology, innovations, etc. as requested; and make recommendations to Council and Council Committees on improvements in Department Operations; oversee the preparation and implementation of long range plans for the City
- Maintain and recommend updates for Common Council consideration to the City's Policies and Procedures Manual
- Ensure documentation of all business processes and the incorporation of best practices in service delivery
- Intercede as needed to resolve complaints regarding department operations

Crisis Management:

- Proactively anticipate potential crisis and work to ensure they are handled before becoming problems or issues
- Work with staff to ensure emergent issues are handled timely and take steps to mitigate as necessary
- Advise Mayor and Common Council members of potential concerns and steps being taken to address such, as necessary
- Develop timely, appropriate responses for distribution to affected stakeholder as needed

Leadership and Team Building:

- Create and maintain a collaborative, performance focused environment to reward and maintain an engaged, high quality workforce
- Develop and recommend total rewards packages (compensation and benefits) for becoming a destination employer
- Coach and develop employees to assure appropriate succession plans
- Manage, supervise and provide direction to department heads in the performance of their duties and operations of the departments.
- In conjunction with Mayor and each department head, develop goals and tasks for individual and department performance which are consistent with Mayor and Common Council directives, initiatives and the city's strategic plan
- Conduct mid-year and end-of-year performance appraisals with all non-elected Department Heads
- Recommend to the Common Council the appointment, promotion, and other personnel actions for department heads, except as otherwise provided by law

Innovation and Change Management:

- Direct departmental operations analysis and sustainability programs
- Facilitate the use of lean tools such as kaizen events, Five S, Value Stream Mapping and implementation of lean principles for continuous improvement
- Communicate change management plans and outcomes and champion change for continuous improvement

Strategic Planning, Mission, Vision and Purpose:

- Develop, coordinate and maintain a Strategic Plan, Mission and Vision statement approved by the Mayor and Common Council
- Develop and implement core values and core competencies approved by the Mayor and Common Council

The Position cont. (Pg. 2 of 4)

- Ensure adherence of operations and employee goals and behaviors to Strategic Plan, Mission and Vision Statements, Core Values and Core Competencies
- Review and realign as annually; redevelop at least every 4-5 years
- Oversee implementation and assist in accomplishments of strategic plan actions

Media Relations and Tourism:

Media Relations:

- Spokesperson when Mayor or Common Council President or local Alderperson are unavailable
- Develop and provide appropriate responses to inquiries
- Work with Mayor and Communications department to coordinate appropriate notification to media
- Ensure compliance with record requests, and coordinate responses as needed

Tourism:

- Assist the Mayor with planning, directing, coordinating and executing the functions of the Convention and Visitors Bureau and related tourism and marketing operations
- Provide direction and options for tourism commission consideration
- Serve as the liaison between the tourism commission and vendors
- Prepare and monitor tourism commission budget
- Approve and report tourism commission expenditures
- Serve as the Tourism Commission Secretary – schedule meetings, prepare agenda, take minutes, ensure compliance with open meetings and open records law
- Coordinate activities of the tourism commission

Marketing:

- Prepare general fund budget for marketing
- Collaboratively develop and implement brand standards to promote the professional image of the city
- Identify opportunities for and oversee efforts for positive city promotion, providing strategic direction and insight as appropriate
- Monitor all aspects of city marketing activities to assure compliance with city's image and branding initiatives, and short and long term goals

Community Relations:

- Serve as a member on the Aurora West Allis Hospital Board
- Serve as a member of the Events Committee
- Participate in City sponsored community events
- Serve as a liaison with and coordinate city resources for community organizations as needed.
- Volunteer and participate in community organization events as appropriate
- Represent the City when Mayor or Common Council President or local Alderperson is unavailable
- Assist the Mayor with addressing citizen inquiries and complaints
- Maintain and develop relationships with community stakeholders
- Identify and champion activities for enhanced community interaction

Legislative Relations:

Common Council:

- Distribution of Information to the City Council and members.
- Attend meetings of the Common Council and Standing Committees.
- Staff the Administration and Finance Committee Meeting.
- Communicate and provide information to the Common Council.
- Recommend innovations and initiatives for Common Council consideration.

Mayor:

- Assist the Mayor in ensuring that all City ordinances and state laws are observed and enforced and resolutions, policies, and programs are efficiently administered.
- Assist Mayor in interpreting the policies of the Common Council.
- Advise Mayor on legislation and policy.
- Act as liaison between Mayor and Common Council.
- Timely advise and update the Mayor and Common Council members of emergent issues

The Position cont. (Pg. 3 of 4)

- Advise the Mayor and Common Council of the activities of all city departments, and submit reports and recommendations when deemed necessary or requested.
- Serves as a liaison between the Mayor, City Council and staff.

Legislative:

- Assist in preparation of either oral or written testimony or news releases, as appropriate
- Present City position when Mayor, Common Council President or local Alderperson unavailable
- Participate and serve as Secretary of the Legislative Committee – set agendas, take minutes, coordinate feedback from departments and the development of the city’s legislative package
- Provide information to the Legislative Committee and Common Council regarding pending legislation in the state and federal level of government which may have an impact on the city
- Oversee compliance with new legislation
- Intergovernmental Relations
- Serve as a member of the MADACC board, operations committee and budget sub-committee.
- Participate along with Mayor where appropriate.
- Prepare specific details on intergovernmental projects.
- Represent the City to outside agencies; coordinate City activities with those of other cities, counties, and outside agencies and organizations.
- Represents City when Mayor, Common Council President or local Alderperson is unavailable.
- Promote intergovernmental cooperation operations and implement as appropriate
- Serve as the staff representative for the Administration and Finance Committee – In conjunction with the Committee share coordinate the scheduling of meetings, setting agendas and taking minutes

Budgeting:

- Recommend and lead changes necessary to provide high quality cost effective service delivery
- Plan and oversee organizational metrics, performance measures and goals
- Directs Department Heads in budget request proposals
- Coordinates the scheduling of all budget meetings
- Advise and assist Mayor in preparation of final budget for submission to Common Council
- Ensure compliance with all legal and procedural requirements
- Prepare and manage the capital improvement program review and implementation in conjunction with the Capital Improvement Committee, City Departments and Common Council
- In conjunction with Finance Director and Department Heads, administer the adopted budget
- Oversee the development of the capital improvement program and member of the Capital Improvement Committee

Misc. Emergency Government:

- Assist with the coordination and administration of all operations relating to Emergency Management
- Responds to emergency incidents as appropriate. Perform emergency management coordination and support during events
- Ensure Emergency Operation Center (EOC) has appropriate resources and funding
- Implements initiatives to educate and train employees to ensure readiness for disaster and emergency response
- Assist in the development, management and maintenance of emergency management plans and associated documents
- When necessary, legal and as directed by the Mayor or Common Council, carry out duties assigned to the Mayor

The Position *cont. (Pg. 4 of 4)*

Risk Management:

- Manage and coordinate insurance and risk management program in conjunction with City Attorney
- Chair of the City's Executive Safety Committee
- Oversee annual insurance renewals for all lines of coverage, including property, liability, employment practices, ambulance ensuring timely completions of updated values
- Review insurance policies and endorsements to ensure adequacy of coverages
- Identify gaps and areas of concern and facilitate risk reduction
- Ensure proactive training programs for all employees
- Serve as city ADA Coordinator

Employee Benefits:

- Oversee the administration of the City's self-funded health, dental, 457B, HSA, HRA and FSA
- Provides communication to elected officials and employees regarding plans

- Provide fiscally responsible options for Common Council policy consideration
- Serve as a member the Employee Benefit and the Employee Benefits and Wellness Committees. Set agenda, provide recommendations and feedback
- Oversee compliance with ACA and other state and federal requirements

Collective Bargaining:

- Oversee all financial aspects and the negotiation process
- Develop strategy with management team
- Coordinate with Administration and Finance Committee and Common Council
- Participates in bargaining sessions as appropriate

Full Job Description Information here:
www.governmentjobs.com/careers/westalliswi



The Ideal Candidate

Experience and Education

- Bachelor's degree required; Master's degree in Public Administration or local government concentration or Human Resources Management preferred; Certified Public Manager preferred; Lean/Six Sigma Training preferred
- 7 years of experience in a similar role in a Wisconsin Municipality (Village Manager, City Manager/Administrator, Assistant Manager/Administrator, or department head in a similar sized or larger community.
- 5 years of supervisory experience; preferred experience leading teams including facilitating continuous improvement initiatives which require cross functional cooperation and high level of coordination

Key Traits

- **Driven:** The City Manager will display a relentless pursuit of excellence and a tenacious commitment to achieving goals, even in the face of challenges. They will demonstrate an appetite for improvement, constantly seeking innovative solutions to enhance the city's infrastructure, services and overall quality of life for its residents.
- **Approachable:** The City Manager will foster open communication, accessibility, and connections with City staff, City Council and the diverse members of the West Allis community.
- **Honorable:** The City Manager will continuously operate with the highest level of integrity. They will be honest and transparent in their communications with staff, City Council, and the community. They will trust their staff to fulfill their duties and keep the City Council apprised of the status of ongoing projects.



Compensation

If you are selected for this opportunity you will receive a highly competitive compensation package with an initial salary in the range of \$130-165K based on the your qualifications and verifiable track record of success.

Benefits

- Comprehensive health insurance program (which is contributory) - choice of a PPO Plan (with low deductibles \$100/\$300) or High Deductible Health Plan (with their optional participation in a Health Savings Account); both plans cover the employee and his/her family, with eligibility the first of the month following 30 days of service.
- Dental insurance covering the employee and family fully paid by the City, with eligibility the first of the month following 30 days of service.
- Dual pension system comprised of the Wisconsin Retirement Fund* and Federal Social Security (both are contributory).
- Various other benefits including, but not limited to, Employee Assistance Program (EAP), Employee Wellness Program, Armed Services Reserve training, Bereavement Leave, Jury Duty, Long Term Disability, Tuition Repayment and Federal Loan Program.
- Time off accrual of 25 days per year (16.67 hours per month). Nine paid holidays.
- Voluntary benefit programs consisting of Section 457 Deferred Compensation and Section 125 Flexible Benefits for dependent care and/or medical reimbursement and vision insurance.
- Educational reimbursement plan for the pursuit of job related courses, including personal and professional training opportunities and professional organization memberships.
- Fully paid Life Insurance program* with coverage in the amount of the employee's annual salary adjusted to the next highest one thousand dollars with the option for additional coverage at the employee's expense.

**The Wisconsin Retirement Fund and Life Insurance Program benefits are provided according to the plan guidelines of the State of Wisconsin Department of Employee Trust Funds.*



Application Process

This position is considered open until filled with the first review of resumes to begin March 2, 2025. To be considered for this exciting and challenging opportunity, qualified applicants are required to complete an online application at www.westalliswi.gov/careers and must submit a comprehensive resume and compelling cover letter. Interested candidates should apply early in the process for optimum consideration.

Questions? Please contact Richard Pfaff, Interim City Administrator, at rpffaff@westalliswi.gov.

Selection Process

The first step in the selection process will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests, or other assessment methods. The City reserves the right to call only the most qualified candidates to the oral and performance examinations. Oral examinations may include written exercises. Successful candidates are subject to an extensive background check (including, but not limited to, verification of education credentials, certificates, licensures; employment history; credit check; driver's license and police criminal background check) and must pass a post-offer drug screen as a condition of employment. Applications will be kept confidential as permitted by law; however, all finalists are subject to public release.

The City of West Allis is an Equal Opportunity/Affirmative Action Employer and does not discriminate against individuals on the basis of race, color, religion, age, marital or veterans' status, sex, national origin, disability, or any other legally protected status in the admission or access to, or treatment or employment in, its services, programs or activities.

Upon reasonable notice, the City will furnish appropriate auxiliary aids and services when necessary to afford individuals with disabilities an equal opportunity to participate in and to enjoy the benefits of a service, program, or activity provided by the City.

It is the policy of the City of West Allis to provide language access services to populations of persons with limited English proficiency (LEP) who are eligible to be served or likely to be directly affected by our programs. Such services will be focused on providing meaningful access to our programs, services, and/or benefits.

