



**OAKCREEK**  
— WISCONSIN —

# HUMAN RESOURCES MANAGER



EXECUTIVE RECRUITMENT



## CITY OF OAK CREEK HUMAN RESOURCES MANAGER

# THE POSITION IN BRIEF

The Human Resources Manager is a key member of the City's executive team overseeing the City's Human Resources Management Division with responsibilities for recruitment, retention, employee development, workplace safety, risk mitigation, benefits education and management, workplace culture, among many other human resource functions. The new Manager will join a dynamic workforce in one of the fastest growing cities in southeastern Wisconsin.

## THE COMMUNITY

The [City of Oak Creek](#), incorporated in 1955 with a population of 4,800 residents, has grown significantly in the last 65+ years. Today, at a population of 36,497 Oak Creek remains a fast-growing community, having experienced double-digit population growth every decade since the 1960s. Oak Creek residents and business owners enjoy the vibrant neighborhoods, public amenities, and community spirit fostered by this rich heritage. The community is undergoing significant redevelopment and revitalization.

The City is enviably located on major thoroughfares including Interstates Highways 94 and 41. The City is also served by passenger and freight railroads as well as [General Mitchell International Airport](#). The City is adjacent to the City of Milwaukee and 85 miles north of Chicago. The City's eastern edge is flanked by over two miles of beautiful Lake Michigan shoreline, home to Lake Vista Park and [Lakeshore Commons](#) – a nature-based, community-focused, modern traditional neighborhood development under construction .

Major employers in the City of Oak Creek include Amazon, Milwaukee Area Technical College, UPS, the Oak Creek-Franklin School District, PPG Industries, Inc., coating and resin products, Reinhart Food Service, LLC, a wholesale food distributor, We Energies electrical power generation plant, Joseph Campione Inc., distributor of food products, YSC Freight, a trucking company, and Astronautics, a avionics equipment manufacturer. In 2018, IKEA opened its first Wisconsin store in Oak Creek. At 295,000 square-feet, the retailer employs hundreds.

The City's recently developed downtown area – [Drexel Town Square](#) - is Oak Creek's newest retail, commercial, residential and civic hub. The development includes a Main Street – Oak Creek's first. The Civic Center, which includes a newer City Hall and Library, serves as the heart of the development, and is surrounded by retail stores, restaurants, a hotel, a hospital, and luxury apartments. The area is complemented with many open spaces, walkways and amenities. Drexel Town Square, at more than 800,000 square feet, has been an overwhelming success, and coupled with a comprehensive re-branding of the City, has signaled a renaissance for the entire community.



# SNAPSHOT

## DEMOGRAPHICS AND AMENITIES



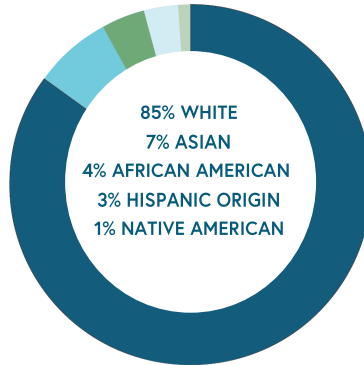
**36,497** Population

**39** Average age



**\$74,840** Median household income

**\$240,000** Median home value



An exceptional School District serves the community – [Oak Creek - Franklin Joint School District](#).

There are currently seven K-5 elementary schools, three middle schools and one high school, and one administrative office building in Oak Creek. The district also offers a 4K program at three locations. Private and parochial school choices can also be found in Oak Creek and neighboring communities.



An abundant supply of inexpensive water and sewage treatment capacity.

Easy access to Interstates 94, 41 and 43.

[Amtrak](#) passenger rail service located nearby at the airport.



Oak Creek encompasses 28.45 square miles, of which there are [27 parks and preserves](#) maintained by the City and covering more than 230 acres. City parks include open and recreational space adjacent to school facilities, several miles of walking trails, activity fields, ball diamonds, pavilions, and many other recreational venues.

Full library services offered for more than 50 years by the [Oak Creek Public Library](#).



Oak Creek residents have access to several major medical systems located in the greater Milwaukee area. Among these systems, Wheaton, Aurora and Froedtert have satellite facilities in Oak Creek.

Distinguished institutions of higher learning are found throughout the greater Milwaukee area including the [University of Wisconsin – Milwaukee](#), [Marquette University](#), [Alverno College](#), [Cardinal Stritch University](#) and [Concordia University Wisconsin](#).



Located in Oak Creek is the south campus of the Milwaukee Area Technical College (MATC). The [Oak Creek Campus](#) is MATC's second largest campus with around 10,000 students.



Oak Creek, and the surrounding greater Milwaukee area, provide many opportunities to enjoy world-class art, culture, major-league sports and entertainment. The area abounds with world-class venues and options. See [Visit Milwaukee](#) for exciting overviews.

[Local events and celebrations in Oak Creek](#) including a Farmers Market, the City's annual 4<sup>th</sup> of July Celebration, County and City Beer Gardens, family outdoor movie nights, Winter Fest, Fall Fest, a Summer Soulstice concert event, and a summer concert series at the Community Center, are among many community and family-oriented events.

The City sponsors a Tourism Commission that utilizes a robust hotel/motel room tax revenue to advance arts, culture, and all-ages activities in Oak Creek.



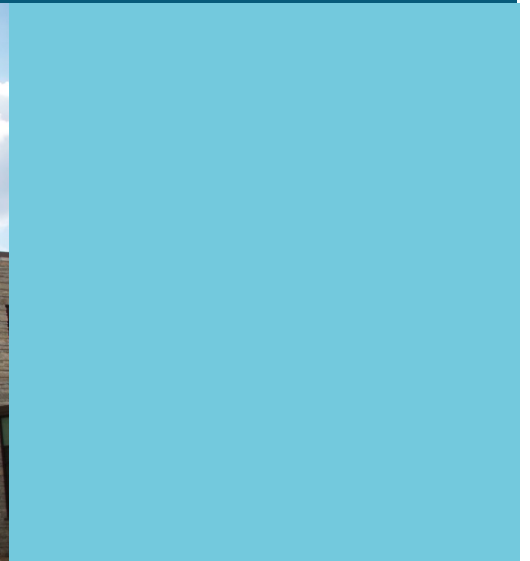


# CITY GOVERNMENT IN OAK CREEK

The legislative body of the City is the Common Council, which consists of six Aldermen elected by district for overlapping two-year terms. A part-time Mayor is elected separately for a three-year term. The policies of the City are set by the Common Council and the Mayor. The Mayor, Common Council and City staff have an established culture of professionalism and respect for each other's role in the organization. The City Administrator has the responsibility of administering the day-to-day operations of the City and executing the policy decisions of the Common Council. All City departments report to the City Administrator with the exception of those defined by state statutes to report to another individual or entity.

The new Human Resources Manager can expect to join a highly functional, progressive, and productive City leadership team. The leadership team (elected and staff) has earned community confidence functioning within a high degree of political stability. The Human Resources Manager position reports to the Assistant City Administrator/Comptroller.

Oak Creek is a full-service municipality including Police, Fire/EMS, Engineering, DPW (streets, parks and forestry), Water & Sewer, Community Development, Library, Recreation, Health, Finance and Central Services. The City has more than 350 full-time and part-time employees and three unions. The City's budgets, all funds, are more than \$77 million. The general fund is about \$29 million.



**350** FULL-TIME + PART-TIME EMPLOYEES

**28.45** SQUARE MILE AREA

**\$77** MILLION BUDGET



# OAK CREEK STRATEGIC PLAN



The Oak Creek Common Council adopted a strategic plan in June of 2017. Along with an expression of the City's vision, mission, values and critical success factors, the Strategic Action Plan laid out a progressive framework of community priorities, and staff goals and initiatives. It was recently updated with a [2020 – 2022 Strategic Action Plan](#).

**VISION:** Oak Creek is a dynamic regional leader, connected to our community, driving the future of the south shore.

**MISSION:** We are a dedicated organization providing high-quality services that positively impact Oak Creek residents, businesses, and visitors.

**VALUES:** Integrity, Mutual Respect, Professionalism, Accountability, Commitment and Teamwork (IMPACT).

## OAK CREEK, WISCONSIN...UP CLOSE!

[Click here for a virtual tour of the community.](#)

## HUMAN RESOURCES IN OAK CREEK

At present, the Human Resources Management Division is part of the City's Central Services Department, which is divided into four areas:

- Building and Facility Maintenance (four FTEs, and six part-time custodians).
- Human Resources Management (two FTEs including an HR Manager and an HR Generalist).
- Administrative Support (seven FTEs and five part-time support staff). This division provides cross-trained administrative and clerical assistance to all the departments located at City Hall.
- Information Technology (six FTEs).

Each Division manager reports to the Assistant City Administrator/Comptroller.

The Division's FY 2022 budget is approximately \$224,600 and mostly covers wages and fringe benefits for the Division's two positions. However, the organization does have executive assistant positions in the City's three largest departments – police, fire, and public works – who field and manage front-line HR issues presented by their departmental employees. Although not direct reports, the Human Resources Manager does provide guidance to these individuals, as needed.

Turnover in the City has recently been around 11%, with the division assisting in the hiring of about 80 – 100 full-time, part-time and seasonal employees on an annual basis. The average number of job openings per month has run about 10 – 15.





## CHALLENGES AND OPPORTUNITIES

Through strategic partnerships and collaboration, the Human Resources Management Division recruits, develops and retains a high performing and diverse workforce, fosters a healthy, safe, and productive work environment for employees, their families, departments, and the public to maximize individual and organizational potential.

The division is integral in positioning the City of Oak Creek as an employer of choice. More specifically, the Human Resources Management Division is responsible for all necessary tasks related to recruitment, retention, employee development, workplace safety, risk mitigation, benefits administration, compensation administration, workplace culture, among many other human resource functions.

In a work culture charged with energy and an environment that seeks excellence, the new Human Resources Manager will be faced with a number of challenges and projects that offer exciting opportunities. They include:

**Strategic Initiatives.** There are six critical success factors outlined in the [2020 – 2022 Strategic Action Plan](#). As a member of the City's management team, the Human Resources Manager can expect to develop an understanding of how advancing the Action Plan's initiatives will have an effect on the City's workforce. Directly, these two initiatives will be on the front burner for HR in 2022:

- Lead a total compensation analysis for non-represented positions to ensure competitiveness in the market.
- Reduce health insurance costs through proactive consumer education.

**Organizational and HR Issues.** As the community grows and transitions and the City's operations mature and continue to professionalize, the Common Council is dedicated to progressive, innovative and continuous improvement, and has charged the City Administrator to take a fresh look at the organization. The new Human Resources Manager will assist the City Administrator, Assistant City Administrator/Comptroller and the management team to take a critical look at the organization and over time, evaluate organizational design, service delivery processes and the ways in which the workforce is deployed to meet the needs of a growing community.

**Rebranding Human Resources.** The Human Resources Manager will be charged with re-branding the role of HR as a client-focused service division, establishing collaborative relationships at all levels of the organization. Opportunities presenting themselves in 2022 is the anticipated retirement of the City's long-time HR Generalist. Within the context of filling that vacancy, the new Human Resources Manager will be additionally encouraged to build strong relationships between HR and the executive assistant positions in the City's three largest departments – police, fire, and public works. It is those positions that field and manage many of the front-line HR issues presented by their departmental employees, including recruitment and retention. The Human Resources Manager should be the HR subject matter expert the executive assistant positions in police, fire, and public works can rely upon for reliable advice.

Not unlike many municipal organizations of its size, Oak Creek's personnel system is one where department directors and their assistants have a significant role in the hiring and interviewing of new employees. Especially in today's hiring environment, the need to have a streamlined process is very important.

The next Human Resources Manager should expect to be a partner in this process, where his/her expertise and knowledge will guide the hiring and on-boarding process with an educated eye, but not overtake the process with a heavy hand. Indeed, assuring a collaborative and symbiotic relationship between HR and these three positions, and given the vacancy within the Human Resources Management Division itself, means the new Human Resources Manager will have the prospect of reshaping how HR services are delivered, and how the organization's image and perception of HR may be recast.

**HR as a source of reliable advice.** City department directors should be able to rely on solid, consistent and technically-grounded advice on a variety of personnel matters, such as discipline, workplace behavior, meritorious or poor performance issues and conflict resolution. The next Human Resources Manager needs to be skilled at guiding the management team on appropriately dealing with a variety of circumstances not uncommon in a workforce of Oak Creek's size, with that guidance grounded in a contemporary understanding of public sector labor law, rules and standards. Likewise, the City's elected officials should feel confident that the City's personnel system is being administered in a fair, firm, and equitable manner.

**Policies, and other initiatives.** The City Administrator and Assistant City Administrator/Comptroller look to the next Human Resources Manager to take the lead in developing and implementing several initiatives for the workforce including a comprehensive employee wellness program, an employee recognition and appreciation program, and an employee-education effort as it concerns the City's benefits and related offerings. Additionally, HR-led efforts such as improving the City's on-boarding process, performance evaluations, and a critical eye on personnel policies such as paid-time-off, will be welcomed.

# THE IDEAL CANDIDATE

Oak Creek is seeking proven and innovative candidates committed to excellence in the field of human resources. Candidates will be expected to demonstrate leadership within their department as well as within their organization. The following factors of education, experience, and demeanor have been identified as necessary and/or desirable for the Human Resources Manager to succeed in this position.

## EDUCATION AND EXPERIENCE

- A Bachelor's degree in human resources, public administration, business administration or related field.
- SPHR or SHRM-SCP credentials and/or a Master's degree, are a plus.
- Five - seven years' experience in personnel administration, ideally in a municipal government setting, but not required.
- Have experience in directing activities involving policy development and interpretation, labor-management relations, personnel selection and testing, position classification and compensation plan administration, records management, employee benefits, health and safety, and employee training and development.
- Exhibit a sincere willingness to adhere to the City's core values including integrity, mutual respect, professionalism, accountability, commitment and teamwork.
- Have the ability to interpret and ensure compliance with applicable Federal, State and local policies, rules, laws and regulations.
- Have experience in delivering written and oral presentations to employees and stakeholders at all levels of the organization, including Elected Officials.
- Have the ability to be an advocate for employees when appropriate and within the context of balancing the needs of the organization with the needs of an individual.
- Have proven superior listening, interpersonal and human relations skills. Possess a high level of emotional intelligence and self-awareness, and be comfortable interacting with people possessing a wide variety of attitudes and in a wide variety of situations.

## MANAGEMENT STYLE AND PERSONAL TRAITS

- Have complete personal and professional integrity and trustworthiness, inspiring the confidence of appointed and Elected Officials, subordinates, and the general public.
- Be able to keep confidences, and possess the skills to diplomatically inform and educate a variety of stakeholders that certain personnel decisions and actions need to stay confidential.
- Project a genuinely friendly, approachable style that encourages collaboration and the development of effective working relationships.
- Be proactive and anticipatory of the management team's workforce needs such as in the area of professional development and succession planning, supervisory training and safety.
- Have the maturity and self-confidence to firmly and diplomatically present professional views, concerns, and implications of proposed policy actions that may be under consideration by the Common Council, while also being committed to carrying out final decisions in a timely, professional, and impartial manner.
- Exhibit a style characterized by candor, directness, tactfulness, and diplomacy.
- Demonstrate commitment to encouraging creativity, responsibility and accountability in an environment that values a collaborative approach and embraces a setting where employees feel valued.
- Have a commitment to assist the organization in areas of diversity, equity and inclusion when it comes to recruitment and retention of its workforce.
- Demonstrate flexible, adaptable and facilitative style with the ability to function effectively in a dynamic, demanding, team-oriented, professional environment marked by extremely high expectation levels.
- Be a technical manager who can provide accurate advice and who can review the current department and make an assessment as to which policies, procedures and practices need to be developed and/or updated to ensure that the department is following all of the applicable rules, regulations and statutes.
- Be "easily accessible" and approachable to all within the organization and other stakeholders. Be a good listener.





## COMPENSATION, BENEFITS AND THE ORGANIZATION'S CULTURE

The starting salary is \$95,000 - \$100,000 +/- DOQ, plus an excellent benefit package. The city is part of the Wisconsin Retirement System.

The organization prides itself on its commitment to customer service and teamwork. Staff has a lot of daily interaction with one another and report strong interdepartmental relations. The city's organization strives to be a workplace of choice, and city staff possesses a high-output work ethic.

The Mayor and Common Council possess a strong respect for City staff's work. Among themselves, elected officials are collegial and respectful of differing perspectives and points of view.

## HOW TO APPLY

Candidates should apply by March 18, 2022 with resume, cover letter and contact information for five work-related references to [www.GovHRjobs.com](http://www.GovHRjobs.com) to the attention of Lee Szymborski, Senior Vice President, GovHR USA, 630 Dundee Road, #225, Northbrook, IL 60062. Tel: 847-380-3240. The City of Oak Creek is an Equal Opportunity Employer.



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[WWW.GOVHRUSA.COM](http://WWW.GOVHRUSA.COM)