

February 25, 2025

Dear Mr. Pfaff, Mayor Devine, and Common Council:

The City of West Allis holds many first for me. I rented my first apartment on 62nd Street, bought my first house on 104th Street, opened my first joint checking account from Allco Credit Union, participated in my first neighborhood association in Rosehill, and served on my first Plan Commission just to name a few. My family lived 12 years in the City of West Allis and to this day, I see what a wonderful, diverse, and welcoming community it is. I am always in awe when I look around the city and see how it has evolved over the last 20 years, and I am even more excited to see how it's going to transform in the next 20 years. I am respectfully submitting my application for the opportunity to be the next City Administrator of West Allis and would be honored to be considered for the position.

I am a lifelong learner and that is always a huge aspect of working in new municipalities. My will and drive for the success of the West Allis community will show in everything I do starting on day one. I have almost 10 years in government and another 10 years in the healthcare industry. This has afforded me many different learning opportunities, including how to collaborate and create efficiencies in every day operations as well as creating resources for my team to excel and expand their capabilities. I have to admit that some of my biggest successes may seem small, but they are more about relationships and empowerment. During my time in Germantown, I worked alongside a water operator who wanted to learn how to use Excel to transform the way his department collected data that needed to be reported annually. By spending a few months of training and collaborative planning, he was able to morph their collection process from paper to electronic, reducing the hours spent inputting data and increased the amount of time available for other projects

I have also been faced with challenges during my career including being the first City Administrator in a small municipality when COVID hit, mitigating and managing community safety while maintaining city operations. I've also had to assist in addressing unhappy residents regarding an eminent domain case, as well as supporting staff during major technology upgrades. Thankfully, I love challenging myself and others to see things in different perspectives, making collaboration and new initiatives more successful.

I would welcome the opportunity to further discuss my experiences and qualifications with you, to learn more about the role and the board's vision for this position going forward, and to discover the myriad ways in which I may be able to aid in the future development and growth of the City of West Allis.

Sincerely,

Erin M. Hirn, MPA

**Email**

Emhirn23@gmail.com

Phone

(414) 336-8851

**Skills**

Communication

Change Management

Relationship Building

Collaboration

Leader in Implementation

Strategies

Policy Development

Erin Hirn

MPA

Dedicated administrative professional seeking a fulfilling role within a community where I can contribute my expertise and collaborate with various departments on essential projects aimed at enhancing the quality of life and sustainable development.

Experience

▪ **Support Services Manager**

Village of Germantown *Germantown, WI*

Aug 2021 – Present

- Currently collaborating with the Chamber and School District to create promotional videos representing the strength and pride of the Village of Germantown.
- Transitioned 124 employees within 11 department and 5 facilities from an on premise unlicensed email and office products to cloud based fully licensed Microsoft 365 with multi-factor authentication protection.
- Implemented a performance management system through Neogov to offer a more streamlined system while providing a method for delivering positive feedback to peers creating further engagement throughout departments.
- Extending risk reduction opportunities by offering a platform that significantly improved training opportunities.
- Successfully negotiated with three unions within time constraints while adhering to budget limitations and local wage benchmarks.
- Enhanced system quality and reduced costs by transitioning multi-facility phone services from analog to Voice over IP.
- Led the completion of several RFPs and organizational implementations in areas such as property and liability insurance, IT managed services, and employee benefits, resulting in over \$100,000 in cost savings.
- Collaborated with the village's IT vendor to strengthen security and reorganize internal structures, ensuring support systems for cloud-based backups, program licensing, multi-factor authentication, and coordination with the state cyber response team.
- Overhauled the onboarding process to provide a more efficient and welcoming experience for new hires.
- Organized the Wellness Committee to boost employee retention while balancing annual premium costs in a self-funded health insurance system.
- Implemented agenda management software, improving public communication transparency and streamlining internal processes for increased efficiency.
- Led the revitalization of the company website, establishing a system and training to empower departments to independently manage and update their specific content.
- Developed and delivered training programs for new employees, enhancing team productivity and effectiveness.

▪ **City Administrator**

City of Mineral Point *Mineral Point, WI*

Sep 2019 – Mar 2021

- As the City's first City Administrator, led the community through the COVID-19 pandemic and limited the financial impact.
- Worked with a General Fund Budget of \$2.7 million.
- Organized a 2-year 2 million dollar borrowing plan for street construction projects in response to our Inflow & Infiltration study, as well as a required water quality project.
- Obtained \$99K in community development grants for projected handicap accessible park projects.
- Collaborated with local wine producer to obtain a \$250,000 facility grant.
- Provided oversight for realigning accounting methods with financial position.
- Brought staff into the decision making process during budget discussions to obtain individual department needs.
- Created a new website to be more open and transparent to the public regarding agenda's and current projects.
- Built a relationship with Iowa County IT Department to reduce City costs while increasing cyber security.
- Organized and updated the Comprehensive Plan to satisfy County requirements to maintain the ability of farms in the extraterritorial zone to obtain Farmland Preservation Tax Credits.
- Created the first employee handbook taking into consideration both the city's interests and the overall well-being of staff.
- Maintained smooth transitions for multiple department head retirements of tenured employees.
- Led an overhaul and update of 15 ordinances and city codes.
- Created an RFP for a City owned building that led to a larger conversation involving the public and their desires for future planning.
- Initiated a Steering Committee to start discussion on the redevelopment of the city Main Street project.
- Collaborated with Shake Rag Center for the Arts to alleviate their erosion dilemma without a burden to the tax payer.
- Facilitated an agreement between the Fire Corporation and Council and achieved unanimous consent on purchasing a new fire truck as well as creating an annual contract.

▪ **Assistant Village Manager**

Village of Brown Deer *Brown Deer, WI*

Mar 2015 – Sep 2019

- Revitalized the community with over \$300K in community development block grants.
- Led a feasibility study resulting in a \$10M Public Works facility.
- Provided oversight for multiple IT projects including new email security, WIFI system, and network reorganization.
- Reduced expenses by \$45K while maintaining a high-quality tri-annual magazine.
- Worked alongside the Comptroller while balancing the annual budget and organizing CIP projects.

- Provided insight during union negotiations.
- Conducted a six-month study of the municipal court system to determine the plausibility of creating a multi-jurisdictional court between the seven North Shore communities.
- Collaborated continually with other municipalities to conduct multi-jurisdictional surveys to better understand the areas where municipalities can save money, as well as combine services while still maintaining quality.
- Implemented a new phone system moving from a multi-jurisdictional service back to a single municipality operation.
- Served on the Milwaukee Area Domestic Animal Control Commission (MADACC) board of directors.
- Managed and coordinated community events by collaborating with local businesses, outside vendors, and the school district.
- Managed public relations, tourism, and community branding efforts.
- Coordinated community conversations with local religious and humanitarian organizations to create a response team to address needs within the community.
- Coordinated front desk reconstruction to provide a friendly environment for residents.
- Led discussions with a landscape architect to create a vision for a piece of recently purchased land that would best serve the many diverse groups in the community.

Education

- **Master of Public Administration**

University of Wisconsin - Milwaukee

- **Bachelor of Science B.S. Political Science/Business Management**

Alverno College