

Secretary–Executive Director

Housing Authority of the City of Milwaukee (HACM)

Location: Milwaukee, WI • **Reports to:** Board of Commissioners (7 members) • **FLSA:** Exempt •

Status: Full-time

Position Summary

The Secretary–Executive Director (S-ED) is HACM’s chief executive, responsible for overall strategic direction, organizational performance, financial stewardship, compliance, and community impact across public housing, HCV/Section 8, mixed-income/affordable communities, and resident services. The S-ED also serves as corporate secretary to the Board of Commissioners, ensuring excellent governance practices, transparent reporting, and timely execution of Board actions. This role requires a mission-driven, results-oriented executive who can stabilize day-to-day operations while advancing long-term transformation through partnerships, redevelopment, and resident-centered services.

Key Responsibilities

Strategy, Governance & Leadership

- Develop and execute a multi-year strategic plan aligned to HACM’s mission, CNI commitments, the HUD Recovery Agreement, and the Sustainability Plan.
- Serve as corporate secretary: prepare agendas, board books, policies, resolutions, and minutes; maintain records; ensure compliance with applicable open meetings, ethics, and public records requirements.
- Advise and brief the Board on program performance, risks, audits, finance, capital needs, and policy issues; implement Board directives with fidelity and speed.
- Foster a high-performance, values-driven culture emphasizing equity, accountability, safety, and continuous improvement.

Program & Operations Oversight

- Ensure high-quality delivery of Public Housing and HCV programs, including occupancy, eligibility, waitlist management, inspections/HQS, portability, landlord engagement, and customer experience.
- Oversee property management (in-house and third-party) and maintenance operations, including work order performance, unit turnaround, rent collections, REAC/NSPIRE readiness, and preventative maintenance.
- Direct resident services (Jobs Plus, FSS, Economic Mobility initiatives, youth/aging services) to produce measurable outcomes in employment, earnings, education, health, and stability.

- Lead modernization and capital projects to address aging assets; coordinate energy efficiency, sustainability, and resilience investments.

Development, Real Estate & Portfolio Transformation

- Advance the CNI transformation plan and other revitalization initiatives; structure transactions (e.g., LIHTC, RAD/Section 18/220/221(d)(4), mixed-finance) with public/private/philanthropic partners.
- Conduct portfolio analysis; recommend repositioning strategies (rehab, redevelopment, acquisition, conversion, or disposition) to strengthen long-term financial and physical viability.
- Negotiate and manage development agreements, ground leases, and regulatory/finance documents with counsel and partners.

Finance, Compliance & Risk

- Oversee multi-fund, multi-program budgeting, cash flow, and financial reporting; ensure clean audits and timely filings.
- Maintain compliance with HUD regulations, PIH notices, 2 CFR Part 200 (Uniform Guidance), procurement policies, fair housing and civil rights requirements, and applicable state/local regulations.
- Implement internal controls, risk management, and enterprise-wide policies (financial, IT/cybersecurity, privacy/HIPAA where applicable, safety).
- Manage relationships with HUD Field Office, elected officials, City agencies, funders, lenders, and regulators.

People, Culture & Talent

- Lead and develop a team of executives and managers; recruit, coach, and evaluate performance; succession plan for key roles.
- Partner with HR on equity and inclusion strategy, training, safety, and employee engagement.
- Promote a customer-service culture centered on dignity, respect, and timely resolution of resident concerns.

Stakeholder Engagement & External Affairs

- Serve as HACM's primary spokesperson; communicate proactively with residents, resident councils, landlords, neighborhood groups, media, and partners.
- Strengthen cross-sector partnerships with City departments, schools, workforce agencies, health systems, philanthropy, universities, and employers to expand opportunity pathways.
- Champion Milwaukee as a place to live, work, and invest—highlighting the city's creative community, riverwalk, year-round attractions, festivals, and restaurant.

Minimum Qualifications

- **Education:** Bachelor's degree in Public Administration, Urban Planning, Business, Finance, Law, Real Estate, or a related field. Advanced degree preferred (e.g., MPA, MBA, JD, MSRED).
- **Experience:** 8+ years of progressively responsible leadership within a Public Housing Authority, municipal/public agency, affordable housing, real estate development, or comparable complex enterprise, including executive-level responsibility for programs, people, and budgets.
- **Technical Expertise:** Demonstrated proficiency with HUD programs (Public Housing, HCV/Section 8; knowledge of RAD/Section 18 helpful), affordable housing finance (LIHTC, mixed-finance), capital planning, asset/property management, procurement, audit, and compliance.
- **Leadership & Communication:** Proven success working with governing boards, elected officials, community stakeholders, staff, and residents; exceptional written/oral communication and public-facing presentation skills.
- **Other:** Valid driver's license; ability to travel locally/regionally; ability to meet background and conflict-of-interest requirements.

Preferred Qualifications & Credentials

- Track record leading complex redevelopments and public-private partnerships, including CNI or similar neighborhood transformations.
- Certifications such as NAHRO/NMA PHM, HCV Specialist, Asset Management Specialist, IREM CPM, LIHTC (HCCP), or PMP.
- Experience operating under HUD corrective action, recovery, or performance improvement plans.
- Familiarity with Wisconsin public sector practices, open meetings/public records, and City/County intergovernmental coordination.

Core Competencies

- **Resident-Centered Service:** Designs programs and decisions around dignity, safety, and opportunity for residents.
- **Strategic Execution:** Translates vision into measurable plans with budgets, milestones, and accountability.
- **Financial & Regulatory Acumen:** Masters HUD/LIHTC rules, audits, and internal controls.
- **Partnership Building:** Mobilizes cross-sector partners; negotiates effectively; aligns interests.
- **People Leadership:** Builds high-trust cultures; coaches leaders; manages change with empathy and clarity.

- **Communication & Influence:** Clear, credible, data-informed communicator across diverse audiences.
- **Fair Housing & Access:** Promotes compliance with fair housing laws and ensures policies and practices support equal opportunity for all residents.
- **Crisis & Risk Management:** Anticipates and mitigates operational, financial, compliance, and reputational risks.

Working Conditions

- Standard office environment with frequent site visits to developments, partner locations, and community meetings; occasional evening/weekend commitments for Board, resident, or public meetings.