

CHIEF OPERATING OFFICER
MILWAUKEE HABITAT FOR HUMANITY
MILWAUKEE, WISCONSIN



Habitat Mission: Seeking to put God's love into action, Milwaukee Habitat for Humanity brings people together to build homes, communities and hope.

Habitat Vision: A world where everyone has a decent place to live.

Milwaukee Habitat for Humanity has partnered with Spano Pratt Executive Search to identify their new COO. For a confidential conversation and to learn more about this opportunity, please contact Lindsey Kriete or Dave Gromacki.

Spano Pratt Executive Search

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ORGANIZATION

Milwaukee Habitat for Humanity (MHFH) helps families become first-time homebuyers and make critical home repair affordable for existing homeowners. Since its founding in 1984, Milwaukee Habitat has helped nearly 1500 Milwaukee families build or repair a place to call home.

By helping renters become first-time homebuyers and making critical home repair affordable for existing homeowners, Habitat empowers the Milwaukee community.

Milwaukee Habitat is growing to help twice as many families become first-time homebuyers by 2028. Over the next five years its goal is to expand to consistently build or rehab more than 30 homes per year, on the way to 40 per year by 2028. In 2024, Milwaukee Habitat plans to build 32 new construction homes in neighborhoods like King Park, Harambee, and Midtown.

Milwaukee Habitat for Humanity believes everyone deserves a decent place to live:

Milwaukee Habitat is here to combat Milwaukee's affordable housing crisis by helping families earning below the median income invest in and preserve homeownership. Milwaukee Habitat's affordable homeownership program provides an alternative to the skyrocketing cost of housing in our city. While the average cost to rent in Milwaukee is more than \$1,800 per month, the average cost to own is more than \$2300 per month. Instead, Milwaukee Habitat's typical monthly payment to own a brand-new home is less than \$950. That cost difference can result in thousands of dollars saved on housing every single year. Milwaukee Habitat offers a hand up, rather than a hand out, as Habitat homeowners help build their own homes and pay an affordable mortgage.

Habitat is committed to global impact:

Since its founding in 1984, Habitat has worked to build safe, affordable homes in Milwaukee and across the world, believing that distance does not play any role when we want to achieve the common goal of eliminating poverty housing. In countries around the globe families are living in desperate conditions. With donors' support, we are partnering with Habitat for Humanity affiliates in other countries, donating 10% of its unrestricted funds to ensure even more families have a safe, decent place to sleep at night.

Habitat believes all are welcome:

Milwaukee Habitat for Humanity has an open-door policy: We invite you to help us build, no matter your race, religion, age, gender, political stance, or any other distinction. If you affirm the universal need for decent and affordable housing, then you will find a home in our mission. Though the foundation of Milwaukee Habitat is built on the principles of a Christian ministry, we never proselytize. This means that we do not ask our families, volunteers, or supporters to accept the tenets of any particular faith. Habitat welcomes partners from all backgrounds to better serve people of all backgrounds, regardless of race, religion, or creed.



For the first time in Milwaukee's history, a Collective Affordable Housing Plan has been developed to align our community's funders and practitioners. Milwaukee Habitat partnered with the Community Development Alliance (CDA) to develop this plan, with the goal of advancing racial equity by providing a quality, affordable home for every Milwaukeean.

Collective Affordable Housing Plan Priorities:

- Increase and preserve Black & Latino homeownership in Milwaukee
- Increase and preserve affordable rentals for families making \$7.25-\$15 per hour in Milwaukee

Collective Affordable Housing Plan Goals:

- Create the systems needed to support 32,000 new Black & Latino homeowners in Milwaukee
- Produce 32,000 rental homes for families making \$7.25 - \$15 per hour in Milwaukee



POSITION OVERVIEW

Reporting directly to the CEO, the Chief Operating Officer (COO) is responsible for implementation, oversight, and execution of MHFH's program operations, staff development, and organizational excellence. The COO will join Milwaukee Habitat at an exciting time of growth and change. With a new five-year strategic plan launched in 2023, the COO will partner with the CEO and Senior Leadership Team to manage and advance key issues, develop organizational policies and goals, lead change management initiatives and leadership level communications, budgets, and controls to support annual and multi-year strategic goals.

The COO will directly supervise the Director of Construction and Director of Family Services with oversight of construction, repairs, land acquisition and development, warehouse and office facilities, and homeownership pipeline (marketing, client acceptance & coaching, closing mortgage, post-closing support). These departments include 25+ employees.



CORE RESPONSIBILITIES

Organizational Leadership

- Provide effective leadership working with staff at all levels of the organization to foster a well-defined culture deeply rooted in organizational values and establish an environment that promotes teamwork across the diverse aspects of the organization's functions and includes collaboration, forward thinking, customer service and transparency.
- Provide leadership, guidance, and mentoring in goal setting, problem solving, resource management, outcome achievement, and appreciation efforts.
- Contribute to the development of the organization's strategic goals and objectives as well as the overall management of the organization.
- Serve as a catalyst for innovation and continuous improvement for the organization.

- Encourage the utilization of volunteer support throughout the organization.
- Be a positive change management leader and communicator in assuring best practices in the organization's policies, procedures, and building a "backup bench."
- Cultivate and maintain contacts with peers in Habitat network, the affordable housing, and non-profit industry to keep abreast of best practices and current issues.

Program Management

- Responsible for all aspects of MHFH's program operations, coordinate activities to ensure smooth transitions between departments, appropriate communication, and efficient program delivery.
- Provide strategic leadership and direction to Family Services from recruitment through closing and post-closing support for MHFH's homebuyer and repair programs.
- Provide strategic leadership and direction to Construction in overseeing the management of teams and personnel to effectively complete projects within budget and timelines.
- Identify and initiate opportunities to reduce expenses, create increased operational efficiencies and leverage assets/resources to increase MHFH's capacity to serve families.
- Manage, mentor, and develop direct reports including prioritizing work, training, and coaching, providing leadership insight to problem solving, performance evaluation, and regularly tracking progress on plans.
- Develop and meet an annual program operations budget and financial projections.

Organizational Excellence, Communication & Planning

- Work with the CEO to develop, maintain and disseminate a basic management philosophy to guide all affiliate personnel toward optimal operating results, employee morale and stakeholder satisfaction.
- Effectively communicate vision and goals with staff and community.
- Lead operational performance management processes. Monitor, measure and report on operational issues, opportunities, plans, and achievements.
- Maintain a working knowledge of best practices and trends in the fields of affordable housing, residential construction, community development and non-profit management.
- Ensure compliance with Habitat for Humanity International's best practice for policies and procedures.
- Demonstrate resourcefulness in setting priorities, proposing new ways of creating efficiencies, guiding investment in people and systems.
- Establish benchmarks and metrics to evaluate staff and organizational performance against goals and continuous improvement.
- Enhance the organization's culture by reinforcing core values and fostering a positive work environment.
- Identify essential positions within the organization, assess talent and accelerate succession development.
- Develop and implement comprehensive business continuity plan and strategies.

- Develop and analyze financial statements and projections for long-term planning, manage multiple projects simultaneously and within budget.
- Identify, evaluate, problem solve and give direction regarding problem resolution for individual and organization-wide issues.



QUALIFICATIONS & EXPERIENCE

- Bachelor's degree required in business administration or other field closely related to functional responsibilities. MBA or related master's degree a plus.
- A professional looking for a new challenge with a minimum of 7 years of proven leadership and decision-making experience with responsibility for managing people, analyzing financials, budgets, and organizational plans. Nonprofit experience preferred.
- Experience with affordable housing, residential construction a plus.
- Strong cultural competence and history working effectively with diverse teams to meet goals and increase organizational performance.
- Ability to develop and successfully implement strategies, processes, policies, and controls in a multi-faceted organization.
- Ability to multi-task, prioritize, organize, and plan multiple projects and schedules to meet deadlines and achieve desired outcomes.
- Collaborative and creative problem-solving nature, with a focus on providing excellent customer service.



PERSONAL QUALITIES

The ideal candidate is an emotionally intelligent leader and people manager who has a passion for Habitat's mission, for the people and neighborhoods it serves, and a genuine interest in and ability to relate to a highly diverse environment. A track record of inspired leadership that develops talent, embraces change, and contributes to a collaborative work environment.

COMPENSATION

Compensation includes a salary range of \$135,000 - \$175,000 and a competitive benefits package.



To learn more about Milwaukee Habitat for Humanity:

- Growing Up Habitat: <https://youtu.be/FiODCwWUyPw>
- Building season kick-off with the Milwaukee Brewers: <https://www.fox6now.com/news/milwaukee-habitat-home-brewers-brandon-woodruff>
- Cost of Home Series: <https://youtube.com/playlist?list=PLDQIN-XjCOsejXj3OvFLa4Sy8h4BB9zNg&si=Bm9fAtQ5F2GWStza>
- Habitat dedicates 1000th home: <https://youtu.be/0UN60ACIfs0>

LOCATION: MILWAUKEE, WI

In Milwaukee, you'll find urban living and a Midwest ambience combined to provide an ideal work-life balance for modern living. Short commute times, big city amenities, diverse and affordable neighborhoods, below average cost of living, an abundance of natural resources and a nationally recognized education system all come together during an unprecedented time of opportunity and growth. The Milwaukee Region is made up of five counties in southeastern Wisconsin that have a combined population of nearly 1.8 million people.

Sitting on the southwest shore of Lake Michigan, there are numerous beaches with their related activities such as canoeing, paddle boarding, beach volleyball and yoga, sandcastle-making contests,

and fishing. Beach-front as well as inland parks cover more than 15,000 acres of land allowing city dwellers to enjoy greenspaces. If you prefer to watch professional sports, Milwaukee is home to the MLB Brewers and NBA Bucks.

Milwaukee is known for its festivals and food scene. The largest festival is Summerfest, a two-week music festival, which brings in close to 900,000 people from across the country to hear their favorite artists and bands. The Milwaukee food scene continues to grow with more options for exotic taste buds and wild appetites from James Beard award winners to Food Halls.

Milwaukee is home to the famous Milwaukee Art Museum, the Milwaukee Public Museum, Discovery World and The Betty Brinn Children's Museum. Milwaukee features an opera company, ballet, and a symphony. With over 15,000 theater seats, the Milwaukee Theater District ranks No. 1 in the United States for the highest number of theater seats per capita.

To learn more about Milwaukee:

<http://www.mmac.org>

<http://www.visitmilwaukee.org>

This position is not just a job; it's an opportunity to be part of Milwaukee Habitat's legacy.

To be considered for this opportunity, please submit a cover letter, and resume to:

Dave Gromacki, Executive Search Consultant -OR-
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