

MEMORANDUM

To: Village of Shorewood Hills Board and Community
From: Julie Wills
Date: October 15, 2025
RE: Thoughts In Closing

Trust Your Staff

They are professionals and have over 40 years of municipal experience. By choosing to serve your community and a career in local government, they did not choose the money and shiny buildings available to those in the private sector. They want a safe, efficient place to do the work that they have been hired to do. They work for the betterment of the community as a whole, not only the ones who speak loudest or most often. They ensure compliance, by staff and the community, with WI statutory requirements and, because of this, are not able to change course at the drop of a hat - there are timelines and rules that must be followed. Staff need the time to approach each project properly and perform their due diligence. With time to prepare, your questions and concerns may be resolved. Ask your staff first if you have questions, their education and experience is what you pay them for.

Trust Your Staff.

Respect Staff Time

Along with trusting your staff, please respect their education, experience, and time. Tying up staff time with multiple (and sometimes duplicate) requests, whether it be for records, special meetings, or additional and possibly unfunded projects, prevents them from getting their essential tasks done in a timely manner. Staff prepares for and attends several meetings a month, gives up time on the weekend, and recently one was asked to work during their hard-earned vacation. Shorewood Hills is down two administrative staff at this time and burnout is a real issue for those remaining. Many of you have been supportive of staff, but others don't seem to understand the time and legal constraints we are up against. **Respect Staff Time.**

Be Civil

Prepare your thoughts and consider the result – does it provide accurate, necessary information or just stir the pot. Think about how your family, community or employer would react before shouting at your neighbors, Board or Village employees during a public meeting or when calling the Village office or speaking with staff on the street.

Be Civil.

In Closing

I returned to local government almost two years ago because I enjoyed my previous work in a small community and believed that is where I could make the most difference. My team has been dealing with one crisis after another since I arrived. No one has time to do the work they came to accomplish or manage their teams as they deserve, providing growth or development opportunities. Ask yourselves, why a 64-year-old woman would leave a position with great co-workers and state benefits, and read the above paragraphs again.

Thank you for your time. I have enjoyed my time here, the people I've met and wish you well. If anyone would like to check in after reading my closing thoughts, I would be happy to discuss them with you.

Julie Wills

January 25, 2026

Administrator Brian Mooney
Village Board of Trustees

Dear Brian and Village Board Members,

After more than 13 years working in two municipalities, eight and a half of those years as a Deputy Clerk, I was grateful for the opportunity to be promoted to Clerk for the Village of Shorewood Hills. Becoming a Clerk was a long-standing career goal that I achieved through years of hard work, continued education, and professional growth. Shorewood Hills was a community where I had intended to finish my career.

Because the administration office is small, I was routinely given opportunities to expand my role as Deputy Clerk, often taking on responsibilities beyond what is traditionally expected of that position. I welcomed those opportunities and approached them with dedication and a strong commitment to learning and service.

Unfortunately, after becoming the Clerk, the environment changed to a degree that made it unsustainable. Following the loss of two administration staff members, the workload became excessive. I routinely worked far beyond my salaried hours, including late nights and weekends, at the expense of time with my family. At the same time, the environment became hostile. A trustee used her position to bully and intimidate the administration office, while unrealistic demands from residents escalated into threatening and undermining emails and comments.

Rather than receiving support, I was met with repeated challenges to my character and integrity. This is unacceptable. The continuation of this behavior is unacceptable. Actions must have consequences. There is a clear need for strong leadership to restore professionalism, accountability, and direction, and to ensure that employees are protected and supported.

The Village employees are exceptionally talented and dedicated across every department. It has been an honor to have worked alongside them, and many I am proud to call friends. They are what made this decision so difficult. This decision was not made lightly or in haste. After extensive thought and reflection, I could not see a path forward under the current conditions.

I made this decision based on what is best for myself, my family, and my well-being. It is important to be clear that this decision was not motivated by money, but by principle and the need to do what is right.

If these issues continue to go unaddressed, Shorewood Hills will continue to lose dedicated and experienced employees. This ongoing turnover is not sustainable, places an unfair burden on remaining staff, and affects the Village's ability to function effectively. Without meaningful change, this pattern will continue.

Chrissy Kahl

Brian Mooney

From: Nichole Shipman
Sent: Monday, February 2, 2026 7:46 AM
To: Brian Mooney; Julie Fitzgerald
Subject: Resignation

February 2, 2026

Dear Brian Mooney and Members of the Village Board,

Please accept this letter as my formal resignation from my position with the Village of Shorewood Hills, effective immediately. This decision is not made lightly. However, due to ongoing circumstances that have created an unsafe and hostile work environment, I am no longer able to continue my employment with a reasonable expectation of personal safety.

Over time, the workplace environment has become increasingly hostile, including the circulation of emails and communications to management and trustees that are degrading in nature and reference my perceived political affiliation. These communications are unrelated to my job performance and have contributed to an atmosphere that feels intimidating and undermining of my professional role.

While the Administrator has been supportive of measures intended to address my safety concerns, including the presence of law enforcement at meetings, those concerns have continued to be openly questioned and criticized by residents and members of the Board. The repeated public discussion characterizing necessary safety measures as an inappropriate use of time has further contributed to an environment in which I do not feel supported or secure.

Given these circumstances, I do not feel that the Village has provided a workplace free from hostility or one in which I can safely perform my duties. Continuing under these conditions is neither reasonable nor appropriate.

Sincerely,
Nichole Shipman