

**COUNCIL OF THE
VILLAGE OF HIGHLAND HILLS**

RESOLUTION NO. 2026-41

For the September 16, 2026
Regular Council Meeting

Introduced by: Mayor Michael L. Booker
Supported by:

**A RESOLUTION CONFIRMING THE MAYOR'S APPOINTMENT OF JAH
SWANSON TO SERVE AS FINANCE DIRECTOR FOR THE VILLAGE OF
HIGHLAND HILLS, AND DECLARING AN EMERGENCY.**

WHEREAS: The position of Finance Director is an appointive position; and

WHEREAS: The Mayor has appointed JAH SWANSON to the position of Finance Director; and

WHEREAS: Council confirms the various appointments made by the Mayor; and

WHEREAS: Council desires to confirm this reappointment; and

WHEREAS: It is necessary to keep an accurate record of these various appointments as to individuals appointed and their term of office.

**NOW, THEREFORE, BE IT RESOLVED BY THE COUNCIL OF THE VILLAGE OF
HIGHLAND HILLS, COUNTY OF CUYAHOGA AND STATE OF OHIO:**

Section 1: That Council hereby confirms the appointment of JAH SWANSON to the position of Finance Director for the Village of Highland Hills.

Section 2: That pursuant to Village Charter, the term of said appointment shall run concurrent with the remainder of the Mayor's term of Office, or until such time as a successor has been appointed and confirmed.

Section 3: That the annual salary of said appointed official shall be as set forth in the Village Salary and Complement as approved by the Mayor.

Section 4: Council finds and determines that all formal actions of this Council concerning and relating to the passage of this Resolution were adopted in an orderly meeting of this Council, and that all deliberations of this Council and of any of its committees that resulted in such formal action were conducted in meetings open to the public and in compliance with all legal requirements, including Section 121.22 of the Ohio Revised Code.

Section 5: That this Resolution is hereby declared to be an emergency measure immediately necessary for the preservation of the public peace, health, safety and welfare of the Village, and for

the further reason that it is immediately necessary to provide for the aforementioned reappointment and ensure the effective operation of the Finance Department.

Passed in Council this 16th day of September, 2026.

First Reading ✓ Second Reading _____ Third Reading _____

Vote: Pride ✓ yea ___ nay ___ Greene ✓ yea ___ nay ___ Mills ✓ yea ___ nay ___
McManus ✓ yea ___ nay ___ Wright ✓ yea ___ nay ___

Cassandra Pride 9/16/26
Cassandra Pride Date
President of Council

Attest: Margaret Sikon 9/16/26
Margaret Sikon, Clerk of Council Date

Filed with the Mayor: ✓ 9/22/26
Date

Approved By: Michael L. Booker 9/22/26
Michael L. Booker, Mayor Date

Jahi A. Swanson

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PROJECT MANAGEMENT | OPERATIONS LEADERSHIP | SALES LEADERSHIP

Results-driven leader with 20+ years of experience leading cross-functional teams, managing strategic initiatives, driving operational improvements, and delivering measurable business results across insurance, financial services, and telecommunications industries. Proven success overseeing workforce expansion, process optimization, change management, stakeholder engagement, and performance improvement initiatives. Adept at translating business strategy into execution, leading teams through organizational change, and managing projects that improve efficiency, customer experience, and revenue growth.

KEY COMPETENCIES

Project Management • Strategic Planning & Execution • Cross-Functional Leadership • Stakeholder Management • Change Management • Process Improvement • KPI Management • Operations Management • Resource Planning • Workforce Development • Risk Mitigation • Business Process Optimization • Sales Operations • Account Management • Team Leadership

PROFESSIONAL EXPERIENCE

Kin Insurance

Sales Manager | March 2024 - March 2026

- Led operational and sales performance initiatives within a rapidly growing insurtech organization.
- Managed cross-functional projects involving sales, underwriting, compliance, and operations teams.
- Implemented CRM and workflow enhancements that reduced sales cycle time by three days and improved team efficiency.
- Developed training programs, performance frameworks, and coaching strategies that improved productivity and sales effectiveness.
- Utilized analytics, market trends, and KPI reporting to support strategic planning and decision-making.
- Ensured regulatory compliance while improving customer experience and reducing operational risk.

National General Insurance**Senior Sales Manager | July 2012 – October 2023**

- Progressed through multiple leadership roles from Licensed Sales Agent to Senior Sales Team Lead.
- Led strategic initiatives that increased revenue from \$2M to \$3M while improving customer retention and service performance.
- Directed workforce expansion efforts that grew the department from 45 to more than 100 employees.
- Designed and implemented employee engagement, leadership development, and mentorship programs that increased employee satisfaction scores by 30%.
- Managed recruitment, interviewing, onboarding, and talent development initiatives.
- Established KPI monitoring and reporting processes that improved accountability and operational performance.
- Coordinated multiple concurrent projects and executive initiatives while balancing competing priorities and resource demands.

Bank of America**Senior Account Manager | December 2007 – 2010**

- Managed client portfolios while coordinating account strategies, operational initiatives, and performance improvement efforts.
- Partnered with internal stakeholders to deliver solutions aligned with customer and business objectives.
- Leveraged performance metrics and business analytics to identify opportunities for increased efficiency and effectiveness.
- Mentored account managers and contributed to team development and knowledge-sharing initiatives.

Quicken Loans**Senior Mortgage Banker | October 2006 – December 2007**

- Managed mortgage transactions from origination through closing while coordinating activities among underwriting, processing, and closing teams.
- Maintained exceptional client satisfaction through effective project coordination and communication.
- Analyzed underwriting information and structured solutions that balanced client needs with lending requirements.
- Recognized as Rookie of the Month and two-time MVP for outstanding performance.

Alltel Communications (Verizon)

Retail Sales Store Manager | November 2004 – October 2006

- Managed daily operations, workforce scheduling, inventory controls, and performance management activities.
 - Implemented recruiting, onboarding, and employee development programs that improved retention and team capability.
 - Maintained a 98% stock fulfillment rate through effective inventory and vendor management.
 - Analyzed operational and financial performance data, contributing to a 7% increase in store profitability.
 - Led marketing and promotional initiatives designed to increase customer acquisition and revenue growth.
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EDUCATION AND LICENSES

P & C License

Life & Health License

University of Cincinnati

Cuyahoga Community College

ADDITIONAL LEADERSHIP EXPERIENCE

Assistant Head Coach, St. Paschal's Middle School / Corpus Christi

Member, CYO Athletics and AAU

Board Member, Charter Schools of Cleveland, Ohio

Treasurer, WTB Lodge #79 Prince Hall F& AM Fraternity

Iota Phi Theta Fraternity Inc.