

Mark Austin

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Professional Summary

Experienced administrator with over 27 years of experience in Lucas County government. Excellent reputation for resolving problems, improving customer satisfaction, and collaborating with other government offices to better serve the public despite ever-shrinking staffs and budgetary constraints.

Skills

- Customer service
- Communications
- Problem resolution
- Supervision
- Regulatory compliance
- Process improvement
- Data/Records Research
- MS Office

Education

Political Science and Public Administration - Bachelor of Arts - 1990
The University of Toledo - Toledo, OH

Work History

Chief Deputy Treasurer - September, 2005 to Present
Lucas County Treasurer's Office - Toledo, OH

- Direct managers and staff of an office that bills, collects, and invests approximately \$625 million in revenue each year.
- Primary contact for public records requests (as Certified Public Records Officer) and "escalated" customer service issues.
- Coordinate and administer with the Lucas County Land Reutilization Corporation (Land Bank) mutual delinquent collection, foreclosure, and blight reduction strategies.
- Serve as Lead in Labor Negotiations
- Represent the Treasurer on various boards - including the Board of Revision (and Board of Tax Appeals Review Committee), Budget Committee, and Tax Incentive Review Committee.

Public Information Officer - May, 1998 to August, 2005
Lucas County Clerk of the Court of Common Pleas - Toledo, OH

- Composed/coordinated press releases, informational brochures, public service announcements, and speeches.
- Helped launch first Dockets Online web program for online searches of court records.
- Represented the Clerk on Data Processing Board