

April L. Weber  
Toledo, OH 43613  
[aprilweber@hotmail.com](mailto:aprilweber@hotmail.com)

06/11/2026

Dear Mayor Kapszukiewicz,

I am writing to express my interest in serving as a Citizen Member of the Home Improvement and Remodeler's Board of Controls. As a lifelong resident of Toledo and a dedicated public servant, I am passionate about contributing to initiatives that promote fairness, equal opportunity, mutual respect, and positive relationships among all members of our community.

As someone who has spent my entire life in Toledo, I have a personal investment in the success and well-being of our city. I understand the importance of fostering trust between residents and local government, encouraging constructive dialogue, and promoting inclusive practices that strengthen our community.

Thank you for your consideration. I would be honored to serve the citizens of Toledo in this capacity.

Respectfully,

April L. Weber

## **APRIL L. WEBER**

Toledo, OH 43613  
aprilweber@hotmail.com

---

### **PROFESSIONAL SUMMARY**

Detail-oriented administrative professional with over 10 years of experience in public sector administration, tax investigation, customer relations, and workflow supervision. Proven ability to coordinate high-volume document processing, ensure compliance with municipal regulations, and lead cross-functional teams. Known for improving operational efficiency through policy development, accurate reporting, and use of technology systems including SAP and Microsoft Office Suite.

---

### **CORE COMPETENCIES**

- Municipal Tax Compliance & Collections
  - Workflow Supervision & Staff Training
  - Budget & Report Preparation
  - Bid & Contract Assessment
  - Policy & Procedure Development
  - Employment Records & Document Auditing
  - Database & Case Management
  - SAP, Microsoft Excel, Adobe Acrobat
  - Interdepartmental Coordination
  - Conflict Resolution & Customer Service
- 

### **RELEVANT EXPERIENCE**

**City of Toledo** — *Toledo, OH*

**Wage enforcement Coordinator**

*April 2026 – Present*

- Plan, direct, assign, personnel responsible for preparing, auditing, and posting tax documents, processing collections, maintaining records, and managing mail and fiscal documentation.
- Coordinate and monitor annual taxation reports and contributed to preparation and control of the division's operating budget.
- Analyze and improve unit operations including recordkeeping systems, and cost accounting to streamline workflow and reduce processing delays.
- Audit financial records and tax documentation to ensure accuracy, compliance, and proper chargeback of funds.
- Research, prepare, and compile correspondence, reports.
- Assist in the development, interpretation, and enforcement of operating policies, work rules, personnel policies, and collective bargaining agreements.
- Investigate employee and public complaints, recommended resolutions.
- Participate in onboarding, including training staff on departmental technology, procedures, and compliance requirements.
- Serve as liaison between divisions, external agencies, and vendors, act as a resource for computer systems and records management issues.

**Collector Investigator**

*May 2023 – April 2026*

- Investigate and contact delinquent taxpayers through in-person, telephone, and written communication.
- Review and audit payroll and tax documents for compliance with city ordinances; assist in preparing city tax returns.
- Recommend legal action for non-compliance and maintain structured payment plans.
- Coordinate case management with other divisions and maintain daily activity reports.
- Interpret complex tax regulations and provide guidance to taxpayers and businesses.
- Track daily deposits and transactions via accounting methods and spreadsheets.

**Mayor's Assistant II**

*August 2022 – May 2023*

- Supervised intake and verification of high-volume Emergency Rental Assistance Program applications. Tracked payments via accounting methods in excel spreadsheets.
- Audited tax, payroll documentation and financial templates in Excel and SAP; assisted in policy creation and procedural streamlining.
- Provided public support and resolution via email and in-person case handling.
- Trained new employees and managed shared team email to ensure timely responses and follow-up.

---

**NeighborWorks Toledo Region — Toledo, OH****Administrative Coordinator**

*September 2020 – August 2022*

- Managed government-funded grant programs, verifying payroll documentation and overseeing application eligibility for Toledo Edison and Roofing grant programs.
- Maintained organized documentation systems and developed standardized accounting procedures for internal operations.
- Supervised relationships with contractors, tracked spending, and maintained fiscal reports.
- Developed and implemented new policies and systems in alignment with federal and state regulations.
- Reviewed bids, contracts and labor scope documentation for job awards.
- Trained and supervised junior staff and contributed to a collaborative office culture.
- Assisted with filing federal, state and local taxation documentation for compliance within the program

---

**Owens Corning — Toledo, OH****Customer Solution Specialist Roofing**

*March 2019 – February 2020*

- Handled high call and email volume in customer service operations. Prioritizing and resolving issues efficiently, with professionalism, and empathy learned via CUNA training as well as training received onsite.
- Used SAP to manage order processing and troubleshoot logistics and data discrepancies.
- Compiled and analyzed data to recommend improvements in process and workflow.

**EDUCATION**

**University of Toledo** — *In Progress*

Associate's Degree, Individualized Studies

**Oregon Career & Technology Center**

Medical Office Assisting Certification

**State of Ohio**

General Education Diploma

---

**TECHNICAL SKILLS**

SAP • Microsoft Excel, Word, Outlook • Adobe Acrobat Pro • Database Entry & Reporting • Typing (55+ WPM) • 10-Key

---

**LICENSES/CERTIFICATES**

Emerging Leader Training – City of Toledo

Notary Public – State of Ohio

Valid Driver's License – State of Ohio

CUNA Customer Service and Compliance Training