

NEAL L. DIXON

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EDUCATION

The University of North Carolina at Greensboro
Bachelor of Arts: Political Science – 1988

DESIGNATIONS

- Certified Tax Collector
- Certified Licensing Official
- North Carolina Real Estate Broker License #153636

SUMMARY

Accomplishments and Qualifications

- Extensive experience in North Carolina tax law, employee relations, state and local legislation, public information and media relations, mediation, customer relations, audit, workforce development and retention, budget development and management, technology, and eGovernment.
- Provided innovative leadership in the public and private sectors.
- Awarded 2011 North Carolina Tax Collector of the Year.
- Successfully managed work teams that serve a large customer base and multiple stakeholders.
- Transformed a traditional government department into a dynamic solutions-oriented entity by building partnerships with public and private service providers.
- Maintained a team based results-oriented approach to management that accomplishes organizational goals.
- Consistently achieved high customer service ratings.
- Provided stable revenue collections through multiple economic downturns and other challenges to the tax base.

RECENT EXPERIENCE 9/96 - Present

Mecklenburg County Government – Charlotte, NC **Director/Office of the Tax Collector**

- Served as manager and currently serve as appointed Director/Tax Collector for Mecklenburg County, City of Charlotte, and the towns of Huntersville, Cornelius, Davidson, Matthews, Mint Hill, and Pineville.
- Manage the Office of the Tax Collector which is comprised of two divisions and the following: Property (Ad Valorem) and Business (Gross Receipts) Tax Administration, Audit, Collection, Payment Processing, Customer Relationship Management, Bankruptcy Administration, eGovernment, and Web Operations.
- Direct 54 full-time and six contract employees.
- Develop and manage a \$7.1 Million annual operating budget.
- Collect and manage over \$1.3 Billion in annual revenue.
- Build and sustain efficient performance teams to ensure high quality results through the use of accurate performance measures, established ethics and other policies, individual employee development plans and training, modern technology, and by maintaining a positive work culture.
- Develop and maintain the departmental Balanced Scorecard for performance measure tracking and results.
- Work with elected officials, County/City/Town administrators, professional trade associations, and legislative committees to develop and implement State statutes, local ordinances, and policies.
- Provide project management and strategic planning leadership.

- Manage information technology initiatives and projects, including system replacements, upgrades, and development at executive and detailed levels.
- Manage media relations and serve as the spokesperson for the department.
- Identify and create opportunities to enhance the customer experience while accomplishing organizational goals.
- Develop and implement change initiatives to achieve operational excellence.
- Increase productivity and reduce costs through partnerships, outsourcing, and technology.

5/95 - 9/96

**Mecklenburg County Government – Charlotte, NC
Tax Collections Supervisor/Division Manager**

- Managed 15 employees.
- Managed the collection of real estate, business personal property, individual personal property, and registered motor vehicle taxes.
- Established an environment that achieved all goals and service performance objectives, facilitated teamwork, and enabled the retention of the best employees.
- Provided training to staff members to improve productivity and service to customers.
- Mapped, analyzed, and improved processes and methodologies to produce high quality results.
- Administered budgets within spending constraints.
- Resolved complex tax and customer issues.
- Ensured compliance with the Machinery Act of North Carolina and all County and municipal policies, procedures, and ordinances.
- Collaborated with public relations professionals to disseminate information to the public, customers, and stakeholders.
- Contracted with vendors and service partners to improve operations and service delivery.
- Developed and implemented changes to improve productivity, efficiency, and change culture.
- Recommended and coordinated system enhancements.

2/93 - 4/95

**BarclaysAmerican/Mortgage Corporation – Charlotte, NC
Mortgage Loan Officer**

- Originated conforming and non-conforming conventional, FHA, and VA loans.
- Developed and maintained a client base of real estate professionals.
- Provided financial services and information to customers.
- Developed marketing strategies and literature to increase loan production.
- Provided technical and sales training to co-workers to improve productivity and quality to achieve business goals.

8/91 - 1/93

**BarclaysAmerican/Mortgage Corporation – Charlotte, NC
Loan Servicing Manager**

- Managed 14 employees.
- Managed the procurement and payment of tax bills in 22 states.
- Provided leadership by instilling professionalism, promoting service awareness, and establishing an environment of achievement.
- Provided training to staff members for career development and improved service delivery.
- Mapped and reengineered work processes and service expectations in a changing environment to achieve goals and objectives.

- Cultivated productive relationships with financial services professionals.
- Developed and administered the departmental budget.
- Managed the customer experience and established performance measures to ensure a high level of satisfaction.

LEADERSHIP ROLES

- Regional Director of North Carolina Tax Collector's Association – 2013 - 2014
- Division of Motor Vehicles Committee Member – North Carolina Tax Collector's Association – 2012 - 2013
- Awards Committee Member – North Carolina Tax Collector's Association – 2012 - 2013
- Education Committee Member – North Carolina Tax Collector's Association – 2012 - 2013
- North Carolina Property Tax System Master Agreement Subcommittee Member – 2011 - Present
- Awards Committee Chairman – North Carolina Tax Collector's Association – 2011 - 2012
- Division of Motor Vehicles Committee Member – North Carolina Tax Collector's Association – 2011 - 2012
- Education Committee Member – North Carolina Tax Collector's Association – 2011 - 2012
- Collection Council Member/Presenter – International Association of Assessing Officers – 2008 - 2011
- Certification Committee Chairman – North Carolina Tax Collector's Association - 2010 – 2011
- North Carolina Property Tax System Steering Committee Member – Mecklenburg County Representative – 2010 - Present
- President of the North Carolina Tax Collector's Association – 2009 - 2010
- Vice President of the North Carolina Tax Collector's Association – 2008 - 2009
- 2nd Vice President of the North Carolina Tax Collector's Association – 2007 - 2008
- Effective and Efficient Government Focus Area Leadership Team – 2006 - Present
- Treasurer of the North Carolina Tax Collector's Association – 2006 - 2007
- North Carolina Association of County Commissioners Registered Motor Vehicle Legislation Steering Committee – 2006 - Present
- National Bureau of Business License Officials – 2006 - Present
- Junior Achievement Instructor for 5th and 6th Grades – 2005 - 2006
- Mecklenburg County Safety Review Board – December 2004 - Present
- Conference Committee Member/Chairman – North Carolina Tax Collector's Association – 2003 - 2005
- CPCC Accounting Department Advisory Council – 2001 - 2003
- At-large Director of North Carolina Tax Collector's Association – 2002 - 2003
- President of Central North Carolina Tax Collector's Association – 1999, 2001 - 2003
- Vice President of Central North Carolina Tax Collector's Association – 1998
- Secretary/Treasurer of Central North Carolina Tax Collector's Association – 1997