
ALICIA WILSON,
MBA/HRM, CBTO
BUDGET OFFICE MANAGER

OBJECTIVE

Experienced Office Manager with over 25 years of government experience providing support to up to 11 staff members and interfacing with management and IT. I possess strong interpersonal skills with the ability to multi-task. Excellent public-facing point person for the organization, customers, and vendors. I have the ability to perform optimally under pressure, paying close attention to detail.

SKILLS & ABILITIES

Ability to easily explain complex processes, employee mentoring and coaching, conflict resolution. Extreme team player, goal oriented, and have a continuous desire to learn and grow.

VITALS

4566 Evans Ln

West Palm Beach, FL 33415

T 561-887-9827

E prettywings218@gmail.com

EXPERIENCE

CITY OF LAKE WORTH BEACH, FL

JANUARY 2022 – CURRENT – OFFICE MANAGER

Oversee daily operation of the Business License Division, to include direct supervision to 3 Customer Service Technicians and 2 Administrative Assistant. Prepare and mail annual Business License Renewals, reconcile City's purchasing card, prepare requisitions for purchase, reconcile purchase orders upon receipt, assist Director with annual budget, coordinate with internal and external vendors for office maintenance and safety, employee selection and timekeeping through ADP.

NOVEMBER 2019 – DECEMBER 2021 – CS SUPERVISOR

Oversee daily operations of the Customer Service team for the City's utility department, to include supervision to 5 CSRs and 2 billing specialists. Resolve customer issues timely and effectively. Provide coaching and mentoring to staff to employ a positive customer experience. Create departments forms for use throughout the department. Proficient in Naviline, the City's multi-department software.

CITY OF SAVANNAH, GA – REVENUE SUPERVISOR

JUNE 2014 – OCTOBER 2019

Select, hire, and develop staff for the utility's Customer Service unit. Assisted with the successful software conversion, subject matter expert in the newly purchased software. Reviewed monthly call data to prepare monthly reports to the administrator and director. Resolved high escalation issues with ease. Conceived and implemented a new customer welcome packet for new customers to receive at time of account opening.

COUNTY OF VOLUSIA, FL – CUSTOMER SERVICE SUPERVISOR

DECEMBER 2000 – MAY 2014

Oversee daily operations of the utility customer service function, to include monthly billings, payment processing through lockbox and ACH portals daily. Immediate supervision to 1 accounting clerk, 2 customer service representatives, 2 code enforcement officer and 4 meter readers. Notable accomplishments: department's diversity ambassador, co-developed the county's mandatory 8-hour customer service training, closed an infectious communication gap between several departments. Worked

ALICIA WILSON,
MBA/HRM, CBTO
BUDGET OFFICE MANAGER

closely with the billing software vendor to ensure the product had the desired functionality needed. Prepared monthly journal voucher to balance to the county's general ledger, accounting for any anomalies and reconciliations.

EDUCATION

DEVRY UNIVERSITY, 2023

Currently pursuing master's degree in public administration – expected completion October 2024

UNIVERSITY OF PHOENIX, 2013

Master's Degree in Business Management
With a specialization in Human Resource Management

UNIVERSITY OF PHOENIX, 2010

Bachelor's Degree in Business Management

CERTIFICATIONS

- Notary Public, State of Florida
- Certified Business Tax Official, Florida Association of Business Tax Officials
- Permit Technician Certification, International Code Council

REFERENCES

ANTHONY CASTON, HR MANAGER, CITY OF SAVANNAH

912-651-6484

DONNA DAVIS, SANITATION ADMINISTRATOR, CITY OF SAVANNAH

912-398-3700

MIKE ULRICH, UTILITIES DIRECTOR, COUNTY OF VOLUSIA

386-736-5971