

Ann E. Wall
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PROFESSIONAL EXPERIENCE

City Manager, City of Greenville

August 2017 to present

Provide leadership and strategic direction for all city departments including Fire/EMS, Police, Recreation and Parks, Planning and Development Services, Finance, Human Resources, Engineering and Public Works which includes 750 employees and total budget of \$246 million providing high-quality services to Greenville residents. Responsible for executing the vision and goals of the City Council, managing the municipal organization including all departments, developing and executing the city budget.

Accomplishments include: lead the establishment of a public private economic development organization; secured a USDOT BUILD grant resulting in \$24 million of new pedestrian and transportation infrastructure; guided the development and completion of significant capital improvements such the Town Creek Culvert, Sycamore Hill Gateway Plaza, Westpointe Park, Canoe and Kayak Launch and significant street resurfacing. Improved the development review and approval process. Improved relationships with East Carolina University resulting in improved coordination of activities. Prepared for and responded to Hurricane Florence and other natural disasters. Led response to and recovery from a ransomware attack.

Serve as Commissioner to Greenville Utilities Commission, the utility provider for the City of Greenville.

Assistant City Manager, City of Charlotte

January 2014 to present

Managed the departments of Fire, Police, Neighborhood and Business Services, and Community Relations which include 3600 employees and budgets totaling more than \$350 million. Staffed City Council Committees of Community Safety and Housing and Neighborhood Development. Previous accountabilities include Solid Waste Services, 311, Corporate Communications and Human Resources. Provided assistance on the development of the City Council agenda.

Accomplishments included: assisted City Council with the development of Community Action Plan following community demonstrations; guided Fire Department through management review; and facilitated collaboration of Fire and Police Departments for the development of a Joint Communication Center. Led the review of City and County development services including the formulation and implementation of improvements in partnership with Mecklenburg County. Coordinated the reorganization of Neighborhood Services to ensure a greater neighborhood focus. Led the creation of a pilot workforce development program. Collaborated on several key human resources issues such as the implementation of on-site employee clinics, formulation of non-exempt pay plan and human resources policy development. Participating in Equitable Economic Development Fellowship through the National League of Cities.

Assistant City Manager, City of Rocky Mount

May 2011 to January 2014

Directed the departments of Human Resources, Human Relations, Parks and Recreation and a newly merged department of Public Works (stormwater) and Water Resources which include more than 400 employees. Managed budgets totaling more than \$40 million including three enterprise funds of stormwater, sewer and water. Responsible for the day to day management and long range direction of these departments. Collaborated with City Council and public on issue identification and resolution. Planned City Council and staff retreats. Assisted the City Manager in setting out vision for the city. Lead neighborhood community meetings.

Accomplishments included leading a region wide visioning and strategic planning process for Rocky Mount, Nash and Edgecombe Counties to establish a vision and strategic plan for the development and redevelopment of the community; led effort to institute health accountability standards for employees to encourage better health and consumerism;

completed selection process for key positions including Police Chief, Public Affairs Manager and Parks and Recreation Director. Previous accountabilities included the Police and Fire Departments.

Director of Planning and Community Development, City of Rocky Mount October 2003 to May 2011
Responsible for the Planning, Inspections and Community Development activities with 26 employees and department budget of over \$1.2 million. Provided assistance and guidance to Planning Board, Board of Adjustment, Redevelopment Commission, Historic Preservation Commission and Downeast Home Consortium as well as City Council. Oversaw plan review and development approval process. Coordinated annexation studies and evaluations. Administered extensive community development activities including housing rehabilitation, lead paint abatement and neighborhood revitalization with a total budget of over \$5 million. Participated in downtown redevelopment projects. Prepared and monitored department budget. Chaired committees on Downtown Marketing Efforts and Selection of Project Manager for Customer Information System Software Conversion.

Successfully completed a comprehensive redrafting of the City's zoning and subdivision ordinance into a Land Development Code and implemented new Land Development Code along with various policy changes. Oversaw involuntary annexation process which resulted in 3800 new residents in the City. Facilitated development and implementation of the City's Citizen Academy.

Budget and Evaluation Manager, City of Rocky Mount October 1995 to October 2003
Responsible for the City's operation and capital budget totaling \$160+ million and Capital Improvement Program of \$80+ million. Prepared all revenue estimates based on economic indicators for the region and state as well as city growth patterns and assessed impact of various revenue alternatives. Evaluated departmental requests, negotiated cost effective resolutions to departmental requirements. Balanced budget within given resources and requirements. Responsible for CIP from development to presentation to City Council. Monitored budget execution throughout year by approving budget transfers, preparing budget amendments, reviewing monthly reports, and analyzing and evaluating requests for new programs, services and alternative service methods. Ensured all city reimbursements through FEMA's Public Assistance Program, which totaled in excess of \$25 million from several declared disasters. Conducted research on operation and strategic issues for the City. Received the GFOA's Distinguished Budget Presentation for eight consecutive years.

Between October 1999 and August 2000, assumed additional responsibility as Assistant City Manager following reorganization to respond to Hurricane Floyd. Supervised activities of Human Resources, Fire, Police and Public Works Departments and coordinated their activities from planning to goal execution.

Assistant City Manager, City of Oviedo, Florida January 1992 to October 1995
Directed the operations of City departments, including Recreation and Parks, Planning and Building Inspections as well as the areas of Personnel and Public Information. Supervised 25 employees. Developed City's \$18 million budget including analysis of department requests, estimating revenues and preparing of budget document and presentation for City Council and public. Responded to citizen complaints. Monitored Federal and State legislation and coordinated City lobbying efforts. Drafted ordinances, resolutions, proclamations, policies and procedures.

Other positions:

Budget Analyst, City of Orlando, Florida	May 1991 to January 1992
Personnel Director, City of Kinston, North Carolina	October 1988 to January 1991
Management Analyst, City of Kinston, North Carolina	August 1987 to October 1988

EDUCATION

Master of Public Administration, 1989, University of North Carolina at Chapel Hill
Bachelor of City Planning, 1986, University of Virginia, Charlottesville, Virginia

Public Executive Leadership Academy, 2009, School of Government,
University of North Carolina at Chapel Hill

MEMBERSHIPS/ACTIVITIES

International City/County Management Association

Board Member and Secretary, United Way of Pitt County

Board Member, Greenville Pitt County Chamber of Commerce

Leadership Charlotte, Class 36

Community Building Initiative, Leadership Development Initiative