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JUN 28 2023

MARY JO SPINO
COUNTY CLERK

10:30 AM JR

FRANK WHITE, JR.
Jackson County Executive

EXECUTIVE ORDER NO. 23-16

**TO: MEMBERS OF THE LEGISLATURE
CLERK OF THE LEGISLATURE**

**FROM: FRANK WHITE, JR.
JACKSON COUNTY EXECUTIVE**

DATE: JUNE 28, 2023

RE: APPOINTMENT OF ACTING DIRECTOR OF COLLECTIONS

I hereby appoint Anthony Mitts as Acting Director of Collections, effective July 1, 2023, until a permanent Director is selected. A copy of Mr. Mitts' resume is attached.

Date: _____

6/28/23



Frank White, Jr., County Executive

Anthony Mitts



amitts@jacksongov.org

Highly organized and self-motivated professional experienced in project management, team development and process improvement. Skilled in developing and implementing strategies to increase efficiency and performance. Passionate about customer service and creating positive work environment.



Skills

- Assist in collection and distribution of property taxes in excess of \$1B
- Customer service team and call center management
- Develops a culture of collaboration and communication
- Over 20 years of management experience
- Experience with recruiting, hiring, training, disciplining, and termination
- Proficient at County tax software, Ascend
- Proficient at County finance software, FMS
- Proficient at County HR software, PayCor



Work History

05/2022 - Current

Deputy Director of Collections

Jackson County Missouri

- Assist Director in all aspects of administration within department
- Ensure that great customer service is maintained in all taxpayer interactions
- Assist, review and approve all hiring actions within department
- Assist in establishing goals and objectives within department
- Assist in establishing and maintaining new and existing procedures within department
- Ensure that all requests from other departments are fulfilled in timely manner
- Lead or assist in taxpayer complaints that escalate beyond point of Administrators
- Ensure that payroll is recorded and entered by required due dates
- Investigate and approve refund applications from taxpayers
- Ensure that all state statutes and county ordinances are followed
- Any other requests by administration to assist in fulfillment of its goals and objectives
- Any other tasks or duties that are presented to maintain or ensure success of department and county as whole.

6/2012 – 04/2019

Director of Nutritional Services

Oppa! Food Management

- Oversee operation of all Kitchens within district
- Ensure fiscal alignment of all kitchens with company goals for district
- Monitor and ensure compliance of all state and local regulations
- Maintain healthy relationships with district administration and staff
- Work with staff of each kitchen to ensure proper training
- Work with staff of each kitchen to institute and maintain programs to build and maintain participation of students
- Oversee and execute all disciplinary action within each kitchen.

9/2004 – 06/2019

General Manager/AGM/AM

Bob Evans Restaurants

- Served as General Manager from 2012-2019
- Responsible for all aspects of operation within assigned restaurant/s
- Responsible for training and always ensuring excellent customer relations
- Delegation of duties to management staff, following up to verify completion and confirm acceptable work quality
- Oversee and execute all disciplinary action within restaurant/s
- Ensure accurate cash handling and reconciliation at all times
- Ranked #6 out of 580 stores in company-wide "Balanced Scorecard"
- Improved ranking from 250th through staff development, local store marketing and proper scheduling
- Increased Guest Loyalty Index (GLI) scores from 80% to 95% or higher and maintained consistently through staff training, decreasing ticket times and focus on guest service
- Decreased turnover from 12% to 7% through improvement of staff morale and management support
- Developed three hourly associates into management positions.



Education

July 2017

Associates: Business

Baker University - Baldwin City, KS

Summa Cum Laude

June 2020

Bachelor of Science: Accounting

Baker University - Baldwin City, KS

Summa Cum Laude

December 2021

MBA: Strategic Management

Baker University - Baldwin City, KS

Summa Cum Laude



References

Whitney Miller Supervisor at Jackson County
Director of Collections
Jackson County, Missouri
816-881-3187
wmiller@jacksongov.org

Sara Brooks Subordinate manager at Bob Evans/Colleague at Oppa!
Director of Nutritional Services/Oppa!
Manager/Bob Evans
816-805-9529
spaethara@gmail.com

Chase Johnston Supervisor at Olive Garden
Manager
Olive Garden
816-224-3093
chasejohnston333@gmail.com