

Charles M. Jackson, MPA

704.293.8788 Email: cmjresume@yahoo.com

June 28, 2025
HR Representative,

Please accept this cover letter and resume for the position of City Manager. As my resume will indicate, I strongly believe I have the leadership and technical skills necessary to fulfill the duties of the position.

I have worked in state and local government leadership capacity for nearly 25 years. My roles and responsibilities cover financial management and analysis, budgeting, economic development, contractual management, capital improvement and human resource development.

I utilize a collaborative and cooperative style of leadership to engage peers, managers, community leaders but most importantly citizens. This helps foster a positive and inclusive working relationship.

In addition to this experience, I have a master's degree in public administration from the University of North Carolina at Charlotte. Throughout my career, I have dutifully served positions in:

- **Federal Government**-Federal Emergency Management Agency
- **State Government**-N.C. Dept. of Health & Human Services (Div. of Medical Assistance)
- **County Government**- Northampton (Jackson, NC) & Mecklenburg County (Charlotte, NC)
- **Consolidated Government** - Augusta-Richmond County (GA)
- **City Government**- City of Raleigh (NC) and City of Richmond (VA)
- **Legislative Body**- Richmond City Council (Chief-of-Staff Office)
- **Non-Profit**-Child Advocacy Commission
- **Academia**-Shaw University
- **Media**-Raycom Communications, NBC Affiliate WECT

This broad range of experience has developed me into a seasoned professional known for honesty, integrity, accountability, and discipline.

In closing, thank you for considering my interest in the position. I hope you find my experience and credentials worthy of a personal interview.

Best regards,

Charles M. Jackson

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Professional Experience

Deputy Administrator, Augusta-Richmond County, GA, 2021-present

- ♦ Managed and coordinated the daily operation of various departments (and services) of consolidated city/county government, including Engineering, Utilities, Solid Waste, Home and Community Development Parks and Recreation, Fire, 311, etc.
- ♦ Managed multi-million-dollar projects related to neighborhood revitalization.
- ♦ Managed multi-million-dollar engineering and utility projects.
- ♦ Managed major site improvements to the county landfill.
- ♦ Lead point of contact for all legislative committees and subcommittees
- ♦ Authored the city's efficiency study; identifying \$10M in savings and new revenue.
- ♦ Facilitated emergency medical services contract in 2023.
- ♦ Managed capital improvement program for all departments.

County Manager, Northampton County, NC, 2019-2021

- ♦ Manage and coordinate the daily operation of various departments (and services) of county government, including Finance, Tax Administration, Planning & Zoning, Emergency Management, Public Works, Economic Development, Human Resources, etc.
- ♦ Oversee the preparation and administration of the annual budget: \$36M General Fund/Operating Budget, \$4M Water & Sewer Fund and \$3M Solid Waste Fund.
- ♦ Creation of first-time \$500,000 Revolving Loan Fund to assist small businesses maintain working capital and minimum inventory (Economic Stimulus Package)
- ♦ Creation of a new Tax Delinquent Payment Program to offer financial flexibility to residents with delinquent accounts.
- ♦ Project Lead for planning and construction of new County Courthouse Project.
- ♦ Project Lead for planning and construction of new Convention and Wellness Center.
- ♦ Project Lead for planning and construction of new workforce housing project.
- ♦ Project Lead for acquisition of new Emergency Medical Services Facility.

City Council Fiscal-Legislative Analyst, *City of Richmond, VA*, 2017-2019

- ♦ Revenue and expenditure analysis of the City's \$3B operating \$221M capital improvement budgets.
- ♦ Evaluate the fiscal impact of legislative proposals. (Refunding bonds, Performance-Based Budgeting, Tax-Increment Financing, Affordable Housing, School Construction, and more).
- ♦ Analyze economic development proposals (ex. Tax Increment Finance, development agreements and project performance).
- ♦ Analyze the fiscal impact of actual and proposed changes in City agency programs.
- ♦ Assist the Council in setting budget priorities and recommending allocations based on performance.
- ♦ Assists in developing agenda items, background material, and presentations for City Council, including but not limited to assisting with presentations.
- ♦ Assist the City Council in the preparation, coordination, review and presentation of the City's annual operating and capital improvement budgets, including coordination with Finance Department staff.
- ♦ Analyze tax abatement (rehabilitated structure) and citywide tax deferral programs to determine the fiscal impact on the city.
- ♦ Analyze methods to reform the development approval process (permits, etc.).

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- ◆ Conduct monthly and quarterly financial performance reviews and submitting reports to the Council.
- ◆ Staff Member for Council Standing Committees on Finance, Economic Development and Governmental Operations.

Department Budget Manager, City of Raleigh, NC, 2015-2017

- ◆ Preparation, monitoring and maintenance of annual department budget (base budget/supplemental requests)
- ◆ Develop department strategic business plan (required for department budget submission process)
- ◆ Develop business case proposals, cost and revenue estimates for all programs.
- ◆ Manage department budget through PeopleSoft Financial Software
- ◆ Management budget transfers initiated for budget amendments.
- ◆ Performance measurement analytics and reporting for program services.
- ◆ Business Manager: manage requisitions, receipt invoices, resolve aged vendor report.
- ◆ Monthly tracking of current year budget revenue and expenditure targets
- ◆ Developed over 40 key performance indicators (KPIs) for department programs.
- ◆ Establish bench-marking relationships with 15 municipalities with similar economic profiles.
- ◆ Create Performance Indicator Trend Monitoring Report
- ◆ Co-lead on City of Raleigh Indirect Cost Plan Vendor Selection Committee
- ◆ Completion of Lean Six Sigma Yellow Belt Training

State-wide Program Director, NC Div. of Medical Assistance, Raleigh, NC, 2007-2015

- ◆ Program Director of the At-Risk Case Management (Fee-for-Service) Program (\$13M budget)
- ◆ Finance Analyst (fiscal analysis) for PACE Program (\$60M budget)
- ◆ Lead Program Designer CAP-Choice Program Waiver
- ◆ Health Policy Analyst for Adult Care Home Program (\$120M budget)
- ◆ Program Administrator for Medicaid Administrative Claiming (MAC) Initiative
- ◆ Responsible for setting program goals and objectives of long-term care, managed care and fee-for-service health programs
- ◆ Analyze and evaluate financial and programmatic performance issues; made recommendations for improvement.
- ◆ Develop automated data reports and performance metrics to evaluate quality of care and program expenditures.
- ◆ Develop knowledge of federal and state law and policies impacting health programs
- ◆ Interpret federal and state statutes for division-wide programs.
- ◆ Prepare and collected data to project/forecast short and long-term program expenditures, used in budget(fund) requests/worksheets.

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Education and Professional Association Involvement

Education:

- ♦ University of North Carolina at Charlotte, Masters; Public Administration.
- ♦ Fayetteville State University, Bachelor of Arts in Sociology

Government Finance Officers Association (GFOA)

- ♦ Current Member
- ♦ Attended 2018, Annual Conference

International City/County Management Association (ICMA)

- ♦ Current Member

UNC –Chapel Hill School of Government

- ♦ Certificate – Municipal and County Administration 2019-2020

North Carolina Local Government Budget Association:

- ♦ Current Member
- ♦ Attended 2015, 2016 Summer Conference
- ♦ Served on 2011 Summer Conference Social Planning Committee
- ♦ Served on 2009 Summer Conference Economic Recovery Planning Committee
- ♦ Served as On-site Coordinator for 2009 Winter Conference

American Public Works Association (APWA)

- ♦ Recent Member
- ♦ Attended 2015, Annual Conference
- ♦ Attended 2016, Annual Conference

Civic Activities

- ♦ Current Member/Participant in FBI Citizen's Academy
- ♦ Current Member/Participant in City of Richmond Citizen's Police Academy
- ♦ Current Member/Participant in City of Richmond Citizen's Public Utilities Academy

References

Joyce Davis (City of Richmond) 804.646.5009
Dr. Terry Wood 434.637.1331
Sheriff Jack Smith: 252.813.1848
Sheila Evans: 252.396.1606
The Honorable Joyce Buffaloe: 252.589.0092
The Honorable Ellen Robertson (Richmond City Council) 804.314.7658
Charles Williams (NC Division of Aging) 919.855.3465
Kris Horton (State of N.C. Government) 919.802.7785
Keith Glenn, MPA (Wachovia Bank): 704.840.7427 or 704-890-6779
Dr. William Lawrence (Duke Hospital): 240.305.5747
Andrea Phillips (State of N.C. Government) 919.489.7403