

MARSHA JACKSON

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Employment

Customer Service Manager **Internal Revenue Service** Jacksonville, Florida

October 1985 – May 2017

- Held various positions in Customer Service and assisted the public with tax law questions and at retirement.
- Responsible for overseeing the daily operations of the customer service department.
- Communicated customer service objectives to Customer Service Representatives and other department personnel.
- Compiled data to make assessments of department's progress.
- Coordinated with upper management to find ways to enhance customer service objectives among their employees.
- Managed team of 20 personnel.

Education

Pepperdine College Psychology 1966 - 1967

Community College in Los Angeles 1967 - 1974

San Diego High School San Diego, CA 1965

Attachment to Board and Commission Application for Appointments by the Jacksonville City Council.

Marsha was the wife of Willie (Pete) Jackson (deceased) and would have been married for 50 years in November 2017. She is the proud mother of Antoinette (Toni), Nichelle (Nikki) and Gerald (Gerry) Jackson (deceased). She is a Christian and worships and is an active member with the Cherry St. Church of Christ on McDuff Ave. She attended Pepperdine College from 1965 to 1967, majoring in Psychology. She also attended the Community College in Los Angeles. After marriage, she and her husband began working with the church in Los Angeles in a community ministry. The community ministry was in the South-Central area of the city, which was also considered or named Watts. This project was an effort by the Church of Christ in Los Angeles to help rebuild the area after the Watts Riots of 1965. She and her husband worked to support the people and especially the children that lived in the Watts community. Their work involved community activities and spiritual guidance for the children of the area. They lived on the property in the Watts community and interacted with the children with daily activities and a program that help guide their development socially and academically. She also supported the ministry by teaching Bible classes, hospitality, married couples' classes and ladies' events.

While living in Los Angeles, she worked with American City Bank for 18 years. She held various positions with the bank that range from a filing clerk when she began working with the bank to an Assistant Vice President and was responsible for financial investments and customer service before moving to Jacksonville, Florida in 1983.

After moving to Jacksonville with her family she gained employment with the Internal Revenue Service. She was employed with the Service for 32 years. While employed with the Service she held various positions in Customer Service and assisted the public with tax law questions and at retirement she was a Customer Service Manager.

Marsha retired in 2017 to be the caregiver of her now deceased husband. She has since volunteered with assisting a few businesses in the community their daily responsibilities.