



Eva M. Liggins

Eva M. Liggins is the Director of Customer Service Administration for the District of Columbia Office of Tax and Revenue. She is responsible for overall management of the agency's multi-channel contact center. She began her employment with the agency in December 2011.

Ms. Liggins has 32 years of customer service management experience in the private and public sectors. Prior to her current position she was the director of 311 Dallas where she managed the 311 Call Center, Water Customer Service, Dispatch Operations and the Courts and Detention Services Call Center. She also served as chairwoman for the national 311 Synergy Group in 2010 and 2011.

Prior to joining the city of Dallas, she was Director of Customer Service at DC Water where she oversaw customer service and information systems, credit and collections, billing, and meter and field services.

Previous positions include serving as vice president for the Title Approval for the Chesapeake Appraisal & Settlement Services, Inc. in Columbia, MD, Administrative Service Manager for Arval (formerly PHH Vehicle Management Services), and Circulation call center and District Sales Manager for The Baltimore Sun.

She holds a bachelor's in psychology from Hampton University, Hampton, Va. Ms. Liggins is also a graduate of the Executive Leadership Institute of the National Forum for Black Public Administrators.