



**CITY OF CLEVELAND**  
Mayor Frank G. Jackson

## **Ollie Shaw, Assistant Director, Department of Public Utilities**

As Assistant Director of the Department of Public Utilities, Ollie Shaw is responsible for the customer service operations in the Cleveland Division of Water including managing the meter operations, customer billing, customer call center and collections. She also has operational oversight of customer service in Cleveland Public Power and Water Pollution Control (WPC).

Ollie Shaw spent more than 25 years working for the City of Cleveland's Division of Water Pollution Control (WPC). Rising through the ranks, Ms. Shaw was appointed Commissioner of WPC in 2004, a position she held until her retirement in 2011. As Commissioner, Ms. Shaw developed WPC's first Strategic Business Plan to position the division for future success and create a culture of innovation. She worked diligently to improve WPC operations, including efforts to reduce employee accident rates, modernize WPC's equipment and fleet, and expand the organization's focus to provide excellent customer service and innovative approaches to storm water and waste water infrastructure management.

Ms. Shaw began her career with the city as a Payroll Clerk with Cleveland Division of Water at the Distribution and Maintenance Operations facility in 1973. After leaving the city briefly for a position with Greyhound Lines in 1979, she returned in 1985 as a Personnel Assistant with WPC. Prior to becoming Commissioner of Water Pollution Control in 2004, Ms. Shaw held numerous positions in the Department of Public Utilities. She rose through the ranks working as Assistant Personnel Administrator, Personnel Administrator and in 1996 became the Deputy Commissioner for WPC Administration before becoming Deputy Commissioner for WPC Engineering and Operations in 2001. As Deputy Commissioner of WPC, Ms. Shaw's duties included the direct management of the division's personnel office, customer service unit, inspection OUPS Unit, radio dispatch unit, training/development, safety/risk management, budget/accounting and maintenance operations.

In addition to her regular duties, Ms. Shaw has served on the City's Union Negotiations Team; the City's Accommodation Review Committee and served as a lead on the Mayor's Operations Efficiency Task Force initiative Phase I and Phase II.