

Marshall J. Troxell

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SUMMARY

Creative, analytical, and organized public administration, community relations, and communications professional with experience in community outreach and engagement, event management, program design and implementation, coalition building, direct constituent service, traditional and digital communications, and employee supervision and development. Considerable expertise in providing thorough, accurate information, and consistently exemplary service to the residents, businesses, and visitors of Central Ohio, as well as demonstrable dedication to improving the accessibility, transparency, and efficacy of public institutions.

PROFESSIONAL EXPERIENCE

OFFICE OF THE MAYOR, CITY OF COLUMBUS – Columbus, Ohio

August 2022 – Present

Assistant Director of Community Affairs, August 2022 – Present

Manage, coordinate, and execute the community engagement initiatives of the Office of the Mayor by establishing and maintaining meaningful relationships with external stakeholders, effectively communicating about the priorities and services of the City of Columbus, and serving as a primary and trusted source for information about the resources available to the constituents we serve.

- Establish, maintain, and strengthen the office's relationships with public agencies and elected officials, businesses and trade associations, nonprofit organizations, faith leaders, neighborhood and issue-based coalitions, community leaders, and other external partners.
- Clearly and effectively communicate about the Mayor's priorities, the City's services, and the resources available throughout the Columbus area in addition to collecting external feedback and identifying opportunities for continuous improvement.
- Promote the visibility and accessibility of the office through meaningful involvement in community initiatives and events across the City to ensure that constituents are familiar with and able to navigate the services and functions of local government.

FRANKLIN COUNTY AUDITOR'S OFFICE – Columbus, Ohio

March 2020 – August 2022

Deputy Community Engagement Director, November 2021 – August 2022

Oversee and direct the community engagement initiatives of the Franklin County Auditor's office by cultivating relationships with organizational partners and community leaders, representing the office at numerous community events, and supervising the Auditor's community engagement team.

- Manage, support, and provide strategic direction to the Community Outreach Coordinators to ensure that their community engagement efforts consistently reflect and are guided by the mission, vision, and strategic goals of the office.
- Supervise and guide the internal and external coordination and execution of the public events organized by the office, typically in collaboration with public agencies, nonprofits, and other organizational partners.
- Train and support staff members to effectively represent the office in the community.

Deputy Communications Director, May 2021 – November 2021

Effectively communicate about the services, initiatives, and accomplishments of the Franklin County Auditor's office through engagement with local and state media in addition to conveying information across a number of social media platforms. Amplify the work of the office through the design and placement of paid advertisements, creation of public presentation and related promotional materials, and coordination with key community partners.

- Cultivate a network of media professionals, advertisers, and other strategic partners and engage them in such a way that enables the effective synthesis and communication of the multifaceted work of the office to the public.

- Draft press releases and media advisories, design digital graphics for social media and printed materials, and create visual elements to accompany presentations.
- Provide guidance and support to staff regarding internal and external communications.

Constituent Services Manager, March 2020 – May 2021

Manage the receipt, tracking, and successful resolution of constituent inquiries submitted to the Franklin County Auditor’s office by phone, email, and mail. Supervise and provide direction and leadership to the Public Information Specialists to ensure the provision of thorough, accurate, and consistent service for the residents and businesses of Franklin County.

- Oversee and maintain record of the various processes by which constituent inquiries are submitted to the office and, when necessary, coordinate with the appropriate members of the office to ensure their successful resolution.
- Manage and provide educational resources, administrative support, and supervisory direction to the Public Information Specialists such that they are equipped with the skills and knowledge necessary to provide excellent constituent service.

EQUALITY OHIO – Columbus, Ohio

January 2017 – December 2019

Policy Coordinator, January 2019 – December 2019

Establish and maintain relationships with state lawmakers and their staff in the Ohio Legislature to educate about and advocate for LGBTQ-inclusive nondiscrimination protections, LGBTQ-inclusive anti-bullying policies, protections against conversion therapy for LGBTQ minors, modernization of Ohio’s laws criminalizing people living with HIV, and other issues that impact LGBTQ Ohioans.

Field & Policy Organizer, May 2018 – December 2018

Conduct ongoing community outreach, building and sustaining relationships with community leaders, organizational partners, and other key stakeholders to advance Equality Ohio’s education and advocacy efforts.

Pride Coordination and Legislative Advocacy Intern, January 2017 – April 2018

Support the statewide Pride engagement program and conduct legislative research to inform Equality Ohio’s policy strategy.

VOLUNTEER & LEADERSHIP EXPERIENCE

Columbus Division of Police Sub-Relief Fund, Member of the Board of Trustees, July 2023 – Present

Ohio Democratic Party Pride Caucus, Member of the Executive Committee, May 2023 – Present

Stonewall Columbus, Member of the Board of Trustees, January 2023 – Present

Experience Columbus, Certified Tourism Ambassador, June 2022 – Present

Hilliard by Design, Steering Committee Member, August 2021 – April 2023

Progress Hilliard, Member of the Board of Directors, January 2020 – December 2022

Stonewall Democrats of Central Ohio, Member of the Executive Committee, January 2020 – December 2021

EDUCATION

Bachelor of Science, Neuroscience, The Ohio State University – Columbus, Ohio, 2018

- Minor in Global Public Health
- Awarded the Morrill Distinction Scholarship by the Office of Diversity and Inclusion