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Revenue director to leave for banking executive role

OLYMPIA – Jan. 7, 2015 – Director Carol K. Nelson announced she is returning to the private sector after a successful term as the head of the state Department of Revenue. In her letter of resignation to Governor Inslee, Nelson wrote:

“These two years have been a remarkable experience and a profoundly rewarding opportunity to serve you and the people of Washington. I am extremely proud of the progress the agency has made during my tenure in its efforts to increase customer service and operational efficiency, enhance transparency, and promote fair and consistent tax policy.”

Governor Inslee praised Nelson for her leadership at Revenue.

“Carol ushered in remarkable new improvements at our Department of Revenue that are helping the agency serve its customers faster and more efficiently. I have been so proud of the accomplishments she and the entire DOR team have achieved these past two years. I thank her for serving the people of Washington with such distinction and wish her all the best as she embarks on new ventures in the private sector.”

Among Nelson’s top accomplishments since her Feb. 2013 appointment:

- The introduction of Live Chat to quickly answer taxpayer questions
- The development of an online process for taxpayers to amend their returns
- The return of more than \$120 million in unclaimed property
- A renewed emphasis on providing the highest-level of customer service for taxpayers
- Several national and international awards for agency projects and initiatives

Nelson will join Key Bank as Seattle Market President and Pacific Region Sales Executive. She will be responsible for commercial and private banking in Washington, Oregon and Alaska. Prior to joining Revenue, she spent 34 years in the banking industry.

Nelson’s last day with Revenue is Jan. 16, 2015.

Revenue’s Deputy Director Vikki Smith will serve as the acting director through the legislative session.

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About Revenue

The Department of Revenue is Washington state's primary tax administration agency, nationally recognized for innovation and service quality. Revenue collected more than \$19.6 billion in tax revenues in Fiscal Year 2014. These funds go to support public schools, social services, health care, corrections, public safety and natural resources conservation.