

Collin County Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Crystal Mikeman
First Name Middle Initial Last Name

Honoree's Job Title: Administrative Secretary

Department: Collin County Pct. 4 Constable

Years of Service with the County: 4 years

Why the Honoree is receiving a GEM Award including dates:

Type reason here and make sure to include dates. Name above needs to be name in
PeopleSoft.

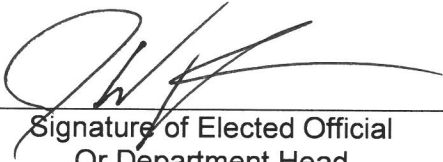
Crystal came to Pct. 4 as the new Administrative Secretary. With no predecessor to assist in training her for her new position, she reached out to other Collin County Constable Office Administrative Secretaries for assistance. Those staff members were extremely helpful in helping get her up to speed. As Crystal trained, she also reached out to various other county departments who we deal with in specific areas and which are important to her job. Crystal took detailed notes and began creating a procedure manual that would assist her in her daily duties and obligations. Crystal not only organized each chapter by subject matter, she wrote it in a manner in which anyone coming into an Administrative Position at any Constables office could have immediate success, even without the benefit of a predecessor or depth of knowledgeable resources in this position.

This manual, which is also in electronic form, includes all applicable and pertinent county and office policies, including any state laws or mandates where required. On August 17, 2018, Crystal submitted the procedure manual to me which included a MUNIS update. She continuously updates the manuals contents as new solutions, laws and/or policies become applicable to this position.

Crystal is commended for going above and beyond her normal duties for her position, for her foresight in reaching out to various staff members throughout the county, and for organizing the data and procedures into a manual in which future employees could proficiently and quickly reference. In addition to this manual helping define her position and its roles and responsibilities, Crystal constantly updates and amends the manual as procedures, laws and county and office policies change.

Approved by elected official or department head on
the

23 day of August, 2018



Signature of Elected Official
Or Department Head

Constable Joe Wright
Printed Name