

Collin County

Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Dee Amber Harp

Honoree's Job Title: Deputy Clerk II

Department: County Clerk Probate

Years of Service with the County: 8

Why the Honoree is receiving a GEM Award including dates:

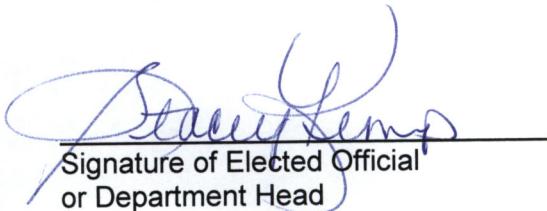
Over the past year, the County Clerk's Probate department has been through a considerable transition. The former Lead Clerk took a position with the Probate Court in May 2016, and while the new manager had previous management experience, she was new to managing the Probate and Mental Commitment departments. Dee played an integral role in helping her acclimate to her new duties and responsibilities. She began training two new staff that joined the department in June and July. Training in the duties of a probate clerk is very tedious and time consuming, however, Dee willingly took on this task with a positive attitude. Because of her attention to the staff's training, both were able to work virtually unsupervised in less than six months after their employment began and is the "go-to" for any probate related questions. Dee has exceptional knowledge in the statutes that govern the Probate department's duties and responsibilities, and has been extremely helpful in the new manager's transition from co-worker to Probate Administrator.

In addition, Dee provides back-up support in the Functional Analyst duties. She has remarkable knowledge in the Odyssey Case Management and e-File Texas databases. Dee has set up queues between the clerks, auditor, and judge as well as the County Clerk in an effort to move us closer to our goal of a paperless court. Dee works with the Probate Administrator to ensure all fees, statutes, and statistical information is current and entered into Odyssey correctly.

Dee also created a filing system for Quality Control organization. The system allows for all documents that are processed by the probate court to be organized by day so the documents can be easily accessible during the month.

Dee's dedication as a team player, and her multiple contributions to the department as a whole, has helped to ensure we meet our goals of efficiency and excellence in customer service.

Approved by elected official or department head on the 5th day of July, 2017



Stacey Kemp
Signature of Elected Official
or Department Head

Stacey Kemp, Collin County Clerk
Printed Name