

Collin County
Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Maureen Metcalf

Honoree's Job Title: Administrative Secretary

Department: Texas A&M AgriLife Extension Service – Collin County

Years of Service with the County: 4

Why the Honoree is receiving a GEM Award including dates:

When a staff member unexpectedly resigned on October 9, Maureen volunteered to assume additional responsibilities. She researched and provided needed information to staff members on several topics so that business could be conducted without interruption. She completed several tasks left by the staff member, thus freeing other staff members to do other responsibilities. She has always handled the paperwork following animal validations for major stock shows but took this a step further by volunteering to be present at the event to coordinate all paperwork. The validation process, which didn't start until mid-afternoon since it involves FFA teachers and students and 4-H parents and members, lasted more than six hours since approximately 400 head had to be validated. Maureen then had to complete, check and sort the paperwork before mailing, a process which took many hours, phone calls and emails. The validation process is very detailed and exact. Failure to complete properly can result in additional fees or elimination from stock shows, so attention to detail is of utmost importance.

Due to a misunderstanding, one FFA teacher couldn't get one of his student's animals validated on time. Since Extension staff wasn't available, Maureen volunteered to handle the validation of this animal. This required her to pull several tail hairs from the animal that was brought to the Extension office parking lot, fill out paperwork and get appropriate signatures. Most Admin Secretaries wouldn't even think of doing this but she handled it like a pro.

Going the extra mile is second nature to Maureen. We are very lucky to have her on our team.

Approved by elected official or department head on the 10th day of November, 2015.



Signature of Elected Official
or Department Head



Printed Name