

Collin County Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Alicia Gentry
First Name Middle Initial Last Name

Honoree's Job Title: Lead Supervisor

Department: District Clerk's Office

Years of Service with the County: 8 years

Why the Honoree is receiving a GEM Award including dates:

Alicia demonstrates outstanding leadership and dedication in her role as the supervisor over the Jury Department.
She has played a pivotal role in driving transformative changes that have improved internal changes and the
effectiveness of jury operations for the public. Some of these changes include overseeing the implementation of
the new jury software program, had new signs created with better visuals on where jurors could donate their
pay, and was imperative on the introduction of the Interactive Voice Response (IVR). The IVR call system, greatly
improves communication with jurors, reduced wait times and provided jurors with timely information. Alicia
consistently arrives with enthusiasm and inspires her team to maintain high morale, regardless of the workload.
Alicia also oversees Tax, Appeals and Expunctions and was willing to become a backup for passport processing.
Her ability to manage diverse tasks while maintaining a high standard of service speaks for her commitment to
excellence.

Approved by elected official or department head on the 26th day of Sept., 20 25



Signature of Elected Official
Or Department Head

Michael Gould

Printed Name