

Collin County Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Nicole Gelvin

Honoree's Job Title: **Lead Supervisor**

Department: District Clerk's Office

Years of Service with the County: 3.5 years

Why the Honoree is receiving a GEM Award including dates:

Nicole has demonstrated exceptional dedication to leadership as the supervisor overseeing the Front Counter area of the District Clerk's Office. Each day, Nicole arrives with an unwavering commitment, putting in 100% effort to ensure smooth and efficient operations, even while navigating the ongoing challenges of consistent training of her employees – both senior and new. Her patience and perseverance have been instrumental in helping her team members to develop the skills and confidence needed to provide excellent service to the public.

In addition to managing her responsibilities at the front counter, Nicole has also been an invaluable source of support to the Attorney General clerk. She proactively assists with filing tasks and diligently ensures all billing is completed accurately and within the given deadlines. In her short time as a supervisor, she has shown remarkable resilience and adaptability in an ever-changing environment. Her strong work ethic and willingness to step in wherever help is needed reflects her commitment to the success of the office.

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

John M. D

Signature of Elected Official
Or Department Head

Michael Gould

Printed Name