

# Collin County **Going the Extra Mile (GEM) Recognition Form**

Honoree's Name: Shelby Rawa

Honoree's Job Title: Civil Family Clerk II - Tax Clerk

Department: District Clerk's Office

Years of Service with the County: 3.5 years

Why the Honoree is receiving a GEM Award including dates:

Since stepping into a specialty role, Shelby has consistently gone above and beyond what is expected of her. Not only has she remained diligent in maintaining a workload with an error rate below a 1%, but she also took the initiative to completely revise and update the current Tax Notes and Procedures Manual. Shelby rewrote each existing procedure to ensure it was clear, concise, and easy to follow. She also expanded the manual by separating out each procedure and by adding detailed instructions for scenarios that had previously gone undocumented. Her revisions were intentionally written so that any clerk, regardless of prior experience with tax cases, could step in and assist seamlessly. This really shows Shelby's dedication to making things more efficient and promotes knowledge sharing while strengthening the reliability of the tax process. On top of all this, Shelby also has stepped up to be the backup to the Expunction Clerk, showing just how reliable and flexible she is. Her initiative, reliability, and dedication to excellence have not gone unnoticed and are deeply appreciated.

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

  
Signature of Elected Official  
Or Department Head

Signature of Elected Official  
Or Department Head

Michael Gould

Printed Name