

Erika Pecina

Commissioners' Award of Excellence

January 2023

Erika Pecina, Accountant I with Lancaster County Clerk's Office, has been selected as the Commissioners' Award of Excellence winner for January 2023. Pecina has worked for Lancaster County for 2 years. She was nominated by Leslie Brestel, on behalf of the entire Clerk's Office, in the category of Customer Relations.

In her nomination, Brestel states, "The County Clerk's Office would like to nominate Erika Pecina for the Commissioners' Award of Excellence in the category of customer relations. The County Clerk's Office serves a very diverse customer base. On November 3, 2022, a couple was inadvertently directed to the Clerk's Office to change the last name of their minor child. Due to a language barrier, front office staff was unable to fully understand the issue in order to provide proper guidance. Erika Pecina graciously translated in Spanish so staff could better assist the family. She exuded kindness and patience when communicating comments and concerns between the parties. Her involvement provided the family with a better understanding of the process. She even accompanied the couple to the Clerk of the District Court's office and stayed late to translate a form for the couple. The next day the family returned to the County Clerk's office and Erika assisted them by contacting District Court to inquire about a court date related to their name change petition. Erika, with assistance from employees in the Clerk of the District Court and District Court offices, helped this couple receive the positive outcome they were looking for on behalf of their child! Erika is all about customer service. In addition to assisting County staff with accounting issues, she often translates for coworkers when a language barrier presents challenges for clear and effective communication with customers. She is always willing to take a moment to step out of her role as an accountant to translate in person or on the telephone to assure the Spanish speaking customers of Lancaster County are receiving accurate information about marriage licenses, vendor payments, property valuation protests or County information in general. Additionally, Erika is smart, hard-working, reliable and responsible. She treats everyone with kindness and respect. As a member of the accounting team, Erika is always looking for ways to improve processes and create efficiencies. She is also motivated - recently earning a bachelor's degree in Business Administration and completing the County's Leadership Academy. Erika is highly respected by her peers and management team. Lancaster County is extremely fortunate to have such a genuine, thoughtful, and cheerful employee!"

For these reasons we are pleased to award Pecina with the Commissioners' Award of Excellence for the month of January 2023.