

Michele Mobley Receives June 2023 Employee of the Month

The Escambia County Board of County Commissioners is pleased to recognize Michele Mobley, Administrative Claims Specialist in the Risk Management division within the Human Resources department, as the June 2023 Employee of the Month. [The board recognized Michele's selection at the June 8 BCC meeting.](#)

Michele began her career with Escambia County on Aug. 29, 2000. Her duties as an Administrative Claims Specialist include adjusting general and auto liability claims by initiating investigations, determining liability, and responding to claimants on the status of their requests. Michele is also responsible for preparing denial letters, coordinating repairs, rentals, processing claim payments, settlements, and preparing and obtaining releases. In addition, she recovers funds due to the county when county-owned property is damaged and regularly works with other departments to process claims or renew policies.

Another part of Michele's role involves regularly interfacing with the public. At times, she may have to deny claims and help citizens understand the claims process. Even when dealing with difficult situations, she demonstrates professionalism and compassion toward others. Michele's team members have recognized her for her exceptional communication skills in and out of the department.

Recently, Michele took ownership of the Certificates of Insurance Program, making much-needed changes and improvements to the workflow. The project streamlined the submissions and improved the understanding of Certificates of Insurance by all county departments while saving time and providing clarity within the process.

"Michele is a model employee who represents the county in a positive manner," said Mark Bartlett, Risk Management Division Manager. "She has compassion and care with professionalism and integrity. She is very detailed in her duties and completes tasks prior to the deadline. Her level of detail and professionalism is unmatched! We are so proud of her dedication to our mission and the citizens of Escambia County. Great work, Michele!"

Outside of her role with Escambia County, Michele is an active member at her church, where she regularly volunteers and teaches classes.

The Escambia County Board of County Commissioners congratulates Michele Mobley for her selection as the June 2023 Employee of the Month.

