



# Florida Sterling Council

## Benchmark with Great Companies



SHARON R. BOCK  
Clerk & Comptroller  
Palm Beach County

## Background Info

As the third largest of the 67 Clerk's offices in Florida, the Palm Beach County Clerk & Comptroller serves a local population of over 1.2 million citizens. The Clerk's 800 employees perform more than 1,000 different functions and provide services from several locations and on the internet at [www.mypalmbeachclerk.com](http://www.mypalmbeachclerk.com).

The Florida Constitution established the Clerk & Comptroller as a public trustee, directly elected by the public to serve as:

1. The county's Chief Financial Officer and Auditor;
2. County Recorder and custodian of legal records;
3. Clerk of the Circuit Court, the service and support center for the county's court system; and
4. Clerk to the Board of County Commissioners.

Clerk & Comptroller Sharon R. Bock, Esq. was elected to office in 2004. A broad range of business, finance and legal experience prepared Clerk Bock for the complex role of Clerk & Comptroller. Prior to being elected, she held the position of Chief Deputy Clerk for over six years and previously served as a financial consultant, practiced real estate law and owned a title company. Clerk Bock also earned series 7, 63, 65 and insurance licenses. Under Clerk Bock's leadership, the office continues to define and achieve world-class service through a focus on customer service, community partnerships, best practices and modernization.

**It is an honor to be a recipient of the Governor's Sterling Award and to serve on the Florida Sterling Board. The Clerk & Comptroller's office enjoys sharing best practices with other public and private sector organizations as a means of improving the quality of life in our community.**

**Sharon R. Bock, Esq.  
Clerk & Comptroller, Palm Beach County**

## Key Competencies

What are some of the key competencies that you and your company are adding to the Sterling Board of Directors?

- Public Sector/Large Organization Perspective
- Highly complex and diverse responsibilities and over 1,000 statutory and constitutional functions
- Customer Satisfaction, Employee Satisfaction and Public Perception Measurement
- Government Best Practices
- Organizational and Professional Development
- Benchmarking
- Financial Management
- Award-winning publications

# Benchmarking

Share a process or processes that are note worthy of Benchmarking or are acknowledged as a best practice:

The Clerk & Comptroller's office is known for:

- Incomparable customer service, with an average customer satisfaction rating of 98%+ since 2001.
- Environment of continuous improvement.
- Leveraging technology to improve the effectiveness and efficiency of its service delivery.
- Training, development and benefits programs.

[www.mypalmbeachclerk.com](http://www.mypalmbeachclerk.com)



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## Contact Information

Include your company's address, website information, phone, and e-mail, etc:

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