

Department of Administration  
Division of Enterprise Operations  
Bureau of Enterprise Fleet  
Document Sales and Distribution Program

Position Number: 015313

### **Inventory Control Coordinator**

Position Description

March 2015

**Position Summary:** Under general supervision, this position is responsible for controlling the daily activities and movement of all inventory-related operations within the Document Sales and Distribution Program. This position is also responsible to package and ship all orders of state agency publications and forms ordered by local governments, businesses, schools and the general public. In addition this position is also responsible to service requests for orders and returns via the program website, email, telephone, fax, mail and walk-in communications. This position is responsible to have full working knowledge of every aspect of the Document Sales and Distribution Program. The position will perform both backroom and front room duties and therefore must maintain a high level of expertise of all program-related systems for inventory warehousing, order fulfillment, shipment and front office operations. This position is located at 4622 University Avenue in Madison and reports to the Enterprise Program Supervisor.

#### **Time Objectives and Tasks:**

##### **30% A. Maintain Inventory and Warehousing**

- A1. Maintain inventory in two storage facilities in Madison. Organize inventory floor plans in both locations. Determine and implement appropriate storage plans and functional procedures for a variety of inventory types (especially those possessing special handling and storage requirements).
- A2. Identify on a fluid basis where inventory is most needed and transfer stock via a box truck or similar. Load and unload the materials and stock each facility to maximize storage capacity utilizing carts, pallet jacks and ladders. Pick up and drop off materials as needed between the two warehouse facilities and/or from/to the Bureau of Publishing and Distribution and the Mail Transportation Services Unit.
- A3. Monitor and coordinate inventory levels and reports. Utilize just-in-time delivery techniques with approximately 20 vendors to order and receive new supplies at a rate and volume to best manage the storage capacity available to the program.
- A4. Use and maintain expert knowledge of inventory systems and databases to run reports on a regular and ad hoc basis, to work with agencies on their inventory levels and questions, to update stock levels, Stock Keeping Unit (SKU) numbers, pricing, product descriptions, etc., on new and deactivated products.
- A5. Assess inventory levels, determine quantities for reorder and initiate stock re-orders. Notify appropriate agency program managers when stock is below their set Re-Order Point (ROP). Track unused and little-used inventory from agencies and make recommendations to supervisor on their disposition. Update staff and reports with information from vendors.

A6. Mark all stock, location with assigned SKU number. Store materials on shelves and/or racks using the following methods: First-In, First-Out (FIFO), bulk issue and fast/slow moving item.

A7. Track all LOT and expiration dates, issuing materials by expiration date.

A8. Maintain an excellent working knowledge of all state agency products sold through the Document Sales and Distribution Program.

A9. Comply with all security procedures. Notify supervisor and Capitol Police if security issues arise. Stay alert to potential facilities issues such as water damage and notify supervisor for corrective action.

A10. Assist with specifications in requests for bids related to delivery of materials to assure adequate storage of products can be maintained.

A11. Maintain supplies and materials as needed for the program area. Using purchase requisitions or the program Purchasing Card, place orders as needed and approved by the supervisor. Create requisitions and purchase orders for materials and services needed by the program. Create Purchasing Card expense reports. Keep supervisor informed of all activities.

A12. Maintain warehouse equipment, notifying supervisor of repair or maintenance needs. Contact service providers as directed by supervisor and oversee the work performed. Log all maintenance and repair information.

**25% B. Shipping and Receiving**

B1. Using the fulfillment/warehousing computer software, run daily programs to produce packing slips, labels and pick lists for orders processed. Compare information on packing slips and labels with source documents.

B2. Track print-on-demand orders to indicate date requested from the Bureau of Publishing and Distribution (BPAD) and the date delivered to Document Sales and Distribution. When products are not delivered to Document Sales and Distribution in the agreed upon turnaround time, usually 2-3 business days, contact BPAD for disposition information. Notify supervisor when the turnaround time of print-on-demand orders exceeds four (4) business days.

B3. Locate, verify and pull materials from the pick list. Prepare materials for shipping; determine shipping container and packaging. Weigh package and determine best method of shipment via product contract, special customer request or cost efficiency.

B4. Using excellent communication skills, contact customers by mail, e-mail, fax or telephone to clarify order information whenever necessary and/or to notify of anticipated delays.

B5. Receive and inspect incoming shipments for quality, actual quantity and unit of issue against packing slip and purchase order. Inform agency of shipment's arrival and any discrepancies. Inform supervisor of any quality or quantity issues in received shipments from vendors which may impact the state agency's ability to utilize the product with their constituents or to meet their statutory obligations. Arrange for storage of incoming items.

B6. Maintain expert working knowledge of and utilize the United Parcel Service (UPS) and other vendor applications for shipment. Serve as the primary interface with UPS, other vendors and the Division of Enterprise Technology on troubleshooting issues. Initiate and report on all system upgrades.

B7. Maintain an excellent working knowledge of and professional contact with all state agency program resources for whom the Document Sales and Distribution Program sells and distributes products.

B8. Resolve problems and keep supervisor and co-workers informed.

**25% C. Receive and process customer orders.**

C1. Provide quality customer assistance to those requesting products through the Document Sales and Distribution Program. Exercise professional level communications skills including patience when working with customers on inquiries, orders, returns and discrepancies.

C2. Process orders via the order fulfillment system, telephone, fax, email, mail and walk-in traffic. Verify product, billing and shipping information. Quality-control all order information for clarity and accuracy. Check inventory to determine availability of requested merchandise. Enter order into the order fulfillment system according to established standards. Complete transaction by processing cash, check or credit card transaction for the purchase. Obtain proper approval codes for all credit card sales. Process all order requests per customer specifications within 24 hours or in another timely manner if designated by the supervisor.

C3. Receive and respond to common customer complaints in a professional manner. Inform supervisor of all complaints. Using best judgment, engage the supervisor to respond to complaints directly when appropriate.

C4. Coordinate activities associated with the sale, storage and shipment of the Legislative Reference Bureau products and services. As required, ensure subscription renewal information is accurately recorded in the customer's record, making corrections as needed. When necessary, research customer inquiries and respond. Generate renewal notices to customers when appropriate. Develop and maintain a tracking system to provide production timetables of input, output and quantities generated for subscription services.

C5. Prepare reports of mailings, renewals and expired subscriptions. Review output for errors and make necessary corrections. Assure the appropriate labels and lists are generated as needed.

C6. Maintain appropriate databases according to established standards using Microsoft Access or similar program. Coordinate and manage Mail List Management Database System using Microsoft Access. Maintain address data according to United States Postal Service standards. Enter all appropriate information on a regular basis and in a timely manner.

C7. Coordinate the distribution of official state publications under Wis. Stat. 35.84, to include the review and correction of internal mailing lists, requesting required labels from the Wisconsin Department of Public Instruction. Communicate with County Governments, the Wisconsin Legislature and the Department of Administration Procurement on all issues.

C8. Prepare and mail to County Clerks the Statute Distribution schedule for county officials, verify schedules returned by County Clerks and work with County Clerks to resolve discrepancies. Prepare shipping advisories for 72 counties to be used by printer for drop shipments.

C9. Maintain catalogue of products and prices. Keep accurate on a regular basis and post on the Document Sales and Distribution website. Maintain administrator rights to the Document Sales and Distribution website and as needed, update products on the website, in the catalogue and in the order fulfillment system(s) within 24 hours.

**5% D. Process financial and other operational activities and reports for the program.**

D1. Perform daily financial activities to include the reconciliation of the day's sales transactions including cash, checks, credit cards and applicable taxes. Produce reports as necessary to enable reconciliation of previous day's financial transactions. Analyze and reconcile discrepancies. Maintain detailed log of checks returned to customer for insufficient funds. Perform other accounting related work as needed for daily financial activities.

D2. Produce deposit reports. Ensure all checks, cash and credit card deposit slips reconcile with report. Assemble deposit package according to specified instructions and arrange for delivery or electronic processing to the Department of Administration's Division of Administrative Services or other areas as needed.

D3. Prepare monthly reports to include product sales, refunds, time charges, storage charges, handling fees, shipping fees and consignment credits. Ensure accurate and timely distribution to state agency customers as necessary.

D4. Prepare and submit the monthly General Service Billing System (GSBS) report in a timely and accurate manner. Collect the necessary expense and time data. Respond to state agency customer inquiries regarding the GSBS billings.

D5. Keep informed of program activities throughout the day to accurately process the daily reconciliation of funds, preparation of deposits and monthly sales reports to ensure accurate accounting, preparation and distribution.

D6. Audit, analyze and process for payment invoices against purchase orders, direct payments and other specialized invoices.

D7. Compile information and statistics as needed. Create and produce reports using Microsoft Excel, Access and/or Word for various processes and projects as needed.

**10% E. Provide Support and Back Up to the State Records Center and Mail Transportation Services Unit.**

E1. As needed, backup State Records Center inventory operations. Pull orders for state agencies and local governments, place refills in their proper location, use the bar code scanner and Versatile system to check-in records, process medical charts, participate in the semi-annual destruction/transfer process,

drive to/from state agencies to deliver and/or pick up inventory using both CDL rated trucks with air brakes and non-CDL rated vehicles.

E2. Receive, store and maintain State Records Center inventory as needed. Restock shelves, load and unload trucks, move inventory around the warehouse and maintain proper warehousing and inventory techniques. Utilize pallet jacks, carts and ladders.

E3. As needed, deliver and pickup state agency mail from the United States Postal Services and other providers and inter-departmental mail daily on a pre-determined route to/from state agencies using both CDL rated trucks with air brakes and non-CDL rated vehicles.

E4. Maintain familiarity with the organization of state government in Madison, department and dock locations, the mail unit's established sort scheme and inter-departmental mail procedures.

**5% F. General Duties.**

F1. Adhere to all state driving laws and requirements. Practice safe driving techniques including directives regarding use of portable devices for calls, texts, email messages and Internet access.

F2. Practice all warehousing and inventory workplace safety rules and requirements including the utilization of pallet jacks, carts, ladders and other safety equipment as provided; proper lifting and bending techniques; utilizing three points of contact when using ladders and climbing into/out of trucks and other work-related vehicles; and, safety techniques to avoid slips, trips and falls. Report all incidents to supervisor and complete the appropriate forms, whether or not an injury was sustained.

F3. Train and instruct others as needed or directed on the operations of programs.

F4. Troubleshoot technology problems with the Division of Enterprise Technology and outside providers as needed.

F5. Maintain official state records following State of Wisconsin records management policies and procedures and specific program-related retention disposition authorizations. Maintain all documents as required for all areas of operation.

F6. Perform other duties as assigned.

**Knowledge, Skills and Abilities**

1. Ability to work independently and exercise initiative.
2. Ability to utilize sound judgment.
3. Ability to work well in a team environment across multiple operating units.
4. Effective inter-personal skills with the ability to communicate verbally and in writing with customers, co-workers and management in a professional manner.
5. Ability to prioritize work to meet deadlines and commitments.
6. Ability to effectively operate program-related software and applications.
7. Ability to help identify new procedures to improve efficiencies.

8. Ability to train, tutor and direct the activities of new staff to effectively learn their job duties.
9. Knowledge of storeroom or warehouse methods and procedures.
10. Basic computer proficiency and skills in data entry
11. Ability to effectively operate program-related software and applications.
12. Ability to demonstrate a basic command of and a willingness to learn skills important to the success of all employees, including effective time management, and appropriate technical expertise.
13. Ability to be fully engaged in job duties and in meeting deadlines.
14. Ability to make decisions within the parameters of one's job and authority and accept responsibility for those decisions.

**Special Requirements:**

- Maintain a current Wisconsin Commercial Driver's License (CDL) with air brakes
- Comply with random drug and alcohol testing
- Meet DOA Fleet driving standards
- Ability to utilize pallet jacks, carts and ladders or similar throughout the day
- Ability to lift and carry up to 50 pounds; bend, stoop, twist, pull and push; climb up and down ladders; and reach overhead to pull and place boxes weighing up to 50 pounds, with or without accommodation

**POSITION DESCRIPTION ADDENDUM  
DOA EMPLOYEE**

DOA employees strive to meet or exceed the expectations of the public and other customers by providing efficient, high quality state government services. As a DOA employee, develop, refine and demonstrate proficiency in the following core competencies:

<b>Communicator</b>	<ul style="list-style-type: none"> <li>• Communicates clearly and concisely in verbal, written and electronic formats. Listens to achieve understanding. Is always professional and courteous.</li> <li>• Understands that statewide issues and departmental priorities may affect daily work and recognizes the responsibility to be informed. Uses sources of information such as the intranet, on-line newsletter, and department-wide e-mails/bulletins.</li> <li>• Solicits clarification on work assignments, check-in points, and deadlines as necessary. Keeps supervisor and other staff informed as appropriate.</li> <li>• Presents ideas and information at a level of detail appropriate to the audience. Is open to both positive and negative feedback.</li> </ul>
<b>Team Player</b>	<ul style="list-style-type: none"> <li>• Contributes toward making each workday a favorable experience by maintaining a positive attitude, avoiding negativity, and being someone co-workers like to be around.</li> <li>• Is a willing participant. Shares expertise and acknowledges it in others.</li> <li>• Works harmoniously as a team member or as a team leader. When conflicts occur, is proactive in discussing possible areas of agreement, communicating rational arguments, suggesting new options that may satisfy the needs of all parties and accepting the decisions.</li> <li>• Recognizes customer needs and advocates as appropriate for them.</li> </ul>
<b>Innovator</b>	<ul style="list-style-type: none"> <li>• Is open minded, flexible, and responsive to innovations that improve business processes.</li> <li>• Is creative when bringing common sense solutions to the table for problems or issues that are identified.</li> <li>• Knows when to take risks and then acts.</li> <li>• Accepts the possibility of failure and minimizes risk by asking pertinent questions and communicating routinely with supervisor. When failure occurs, recognizes the learning opportunity, applies lessons learned and doesn't quit taking risks.</li> </ul>
<b>Learner</b>	<ul style="list-style-type: none"> <li>• Demonstrates a basic command and a willingness to learn skills important to the success of all employees, including effective time management, interpersonal skills, and appropriate technical expertise.</li> <li>• Is interested in growth and development and strives to constantly increase and apply knowledge. Stays abreast of changes in field of work.</li> <li>• Is willing to participate in divisional, cross-divisional, and multi-agency teams and projects. Recognizes the learning opportunities and value of working with people outside the immediate work area.</li> <li>• Identifies career goals and related training opportunities and pursues strategies for success.</li> </ul>
<b>Role Model</b>	<ul style="list-style-type: none"> <li>• Sets examples of honesty, integrity, respect, and humility.</li> <li>• Displays a positive attitude through respectful, courteous, enthusiastic, and confident interactions with co-workers, customers and supervisors.</li> <li>• Shows openness, caring, and support for others while listening and responding to their needs and concerns, and respecting privacy and cultural differences.</li> <li>• Is approachable, uses open/friendly body language, and dresses appropriately for the setting.</li> </ul>
<b>Work Ethic</b>	<ul style="list-style-type: none"> <li>• Demonstrates a strong work ethic encompassing initiative, motivation, commitment, and productivity while encouraging others to do likewise.</li> <li>• Shows dependability in attendance, being fully engaged in job duties and meeting deadlines.</li> <li>• Treats customers with respect and responds promptly and positively to their needs.</li> <li>• Listens with an open mind and is not defensive when performance issues are constructively addressed.</li> <li>• Makes decisions within the parameters of one's job and authority, and accepts responsibility for those decisions.</li> </ul>

It is expected that this will constantly permeate throughout all the duties described in the position description. Proficiency will be evaluated at least annually based on the above performance standards developed for each core competency.

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Employee

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Date

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Supervisor

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Date