

Department of Administration
Division of Enterprise Operations
Bureau of Enterprise Fleet
Records Management Section

Inventory Control Coordinator
Position Description
May 2014

Position Summary: This position is located in the State Records Center (SRC) at 4622 University Avenue in Madison. The position reports to the State Records Center Supervisor and is responsible for controlling the daily activities and movement of all inventory categories within the State Records Center. This includes determining and implementing appropriate storage plans and functional procedures for a variety of inventory types (especially those possessing special handling and storage requirements), distribution of inventory, inventory management, restocking of inventory, order processing (both electronic and paper orders), electronic and paper record keeping, disposition of inventory, pick up and delivery of customer orders and returns, equipment maintenance, facility maintenance, inventory security, responding to customer needs and inquiries, maintenance and upkeep of assigned delivery vehicles and physical maintenance of assigned areas Also included in these responsibilities are the timely processing of customer orders [up to 10,000 services/month), extensive use of several Versatile records management/inventory control software data processing modules, uploading of data, inventory adjustment, processing of bar code transmissions, generating reports, etc.

Special Note: All inventory is considered confidential and of a critical nature to the operations of State government. Therefore, individuals in this position are required to undergo a criminal background check and comply with random drug and alcohol testing. This position is also required to maintain a current Commercial Driver's License (CDL.)

30% A. Serve state agencies in the daily receipt, storage, maintenance, inventory, restocking and final disposition of designated inventory stored at the State Records Center, with 100% accuracy.

A1. Configure, maintain and make adjustments to storage locations for inventory, both in physical locations as well as in the Versatile Software (VSS) database as appropriate to the needs of each inventory type and to meet operational needs.

A2. Develop storage layouts for inventory, in order to maximize space and facilitate the most efficient methods for access to inventory and ease of order processing.

A3. Receive shipments of new and returning inventory, checking for completeness and accuracy, applying appropriate inventory labels to each new item.

A4. Perform check-in operations of returning inventory by scanning labels with handheld electronic bar code scanner, utilizing menu options appropriate for check-in function and inventory item type.

A5. Perform stock and re-stock functions of received inventory items weighing up to 50 pounds within 48 hours of receipt by locating items to appropriate storage areas and locations utilizing ladders no less than 12 feet.

A6. Restock 100% of component inventory items within five (5) days of receipt, matching components to correct inventory items with 100% accuracy.

A7. Scan location and inventory item labels with electronic bar code scanner utilizing menu options appropriate for function and inventory item type.

A8. Download inventory check-in, stocking and re-stocking data from bar code scanners into the Versatile Software (VSS) database.

A9. Generate reports of downloaded data and check for accuracy, making and documenting any necessary corrections as needed or appropriate, utilizing the (VSS) database.

A10. Ensure all inventory update processes are completed, any and all adjustments are documented and deposit documentation in appropriate files.

A11. Conduct periodic physical inventories of targeted stock areas to ensure the highest possible accuracy standards.

A12. Contact customers, responding to inquiries and providing feedback and assistance as needed, in order to ensure the accurate and timely processing of orders.

25% B. Serve State Agencies in the processing of service requests, retrieval of inventory orders and delivery of inventory in an accurate, timely and appropriate manner.

B1. Generate customer order service requests for all inventory types, no less than four (4) times daily, utilizing the VSS system.

B2. Check service requests and verify for accuracy and completeness, ensuring all necessary information is present.

B3. Produce service requests from incoming phone calls, e-mails, USPS and inter-d mail systems, confirming the accuracy and completeness of all information provided.

B4. Complete "out cards" for returning inventory items, insuring all appropriate information is annotated on card.

B5. Retrieve no less than 80% of requested inventory items within three (3) hours of receiving service requests.

B6. Place inventory "out cards", where appropriate, in inventory locations to ensure accurate restocking of returning inventory.

B7. Contact customers when appropriate, regarding inventory or service request discrepancies, resolving problems whenever possible and documenting necessary information, as well as adjusting both the paper and electronic service requests.

B8. Perform check-out function in VSS system, completing the processing of all items identified on service requests, making and annotating any adjustments to the electronic and paper service requests as necessary.

B9. Prepare shipments to customers, taking appropriate measures to pack, secure and prevent from incidental damage or loss of all items.

B10. Review service requests to ensure proper pricing and facilitate accurate charge-back to the customers.

B11. Complete service request documentation and stage retrieved inventory in appropriate location for couriers, including customer copies of service requests.

B12. Forward all SRC copies of completed service requests to Office Operations Associate for billing purposes.

B13. Communicate as needed with lead-worker or supervisor on problems related to receipt, storage or retrieval of inventory, seeking resolution to problems and documenting any necessary information.

20% C. Perform on a rotating basis the SRC Motor Vehicle Operator - Heavy courier responsibilities, including the pickup and delivery of inventory, transfer of records between agencies and customers and the transfer of records between storage facilities, meeting customer and operational work load and priority demands.

C1. Coordinate delivery and pickup efforts among contracted courier services and customers whenever necessary to ensure the most efficient use of courier resources in the delivery, pickup and transfer of inventory.

C2. Inspect inventory items staged for delivery; prepare and load for delivery beginning route by 8:30 am daily.

C3. Load truck in the most efficient manner with regard to the daily delivery route.

C4. Secure all inventory items being delivered or picked up, utilizing the best method available, to ensure items are transported in a safe, clean manner and delivered in good condition.

C5. Make all routine deliveries within standards established.

C6. Deliver all items identified on service requests to appropriate locations with 100% accuracy.

C7. Obtain authorized signatures for deliveries whenever possible, noting any special delivery problems that may occur.

C8. Pickup new or returning inventory items from customer locations as identified on Transmittal Reports or Service Requests.

C9. Confirm all items against Transmittal Report and/or Service Requests, to ensure that only those items identified are picked up.

C10. Transport all inventory items picked up from customers to the proper storage area(s) in accordance with established procedures.

C11. Ensure the security of all inventory at all times, locking the vehicle whenever it is left unattended.

C12. Check and maintain all fluid levels weekly. Maintain accurate service, mileage, gas and oil records and turn in to supervisor at the end of the month. Schedule maintenance service and repairs for vehicles as necessary.

15% D. Perform data entry and retrieval of various information data sets on the Records Center's VSS System

D1. Use the various VSS system components to enter new inventory, edit information, locate inventory and process service requests.

D2. Enter new inventory into system per established procedures and print appropriate transmittal reports and bar code labels.

D3. Assist Office Operations Associate and Supervisor with updating inventory information in VSS system accurately, as needed or requested. Examples of database records include pricing, box types, storage rooms, customer information, label configurations and inventory types, etc.

D4. Use space management system to locate and research inventory in the database as needed.

D5. Enter, edit and generate Service Requests for customers, ensuring accuracy and completeness of data.

D6. Utilize the state's e-mail system, as well as the fax machine, to retrieve inventory transmittals and service requests and transfer data into the VSS system.

10% E. Other duties as needed or assigned.

E1. Assist in conducting physical inventories as required. Point out problems, discrepancies and recommendations for resolution.

E2. Perform inventory moves when necessary to ensure the most efficient use of storage space. Ensure completeness of all documentation and submit to lead-worker.

E3. Identify and participate in no less than one training course annually, to ensure the best development possible of skills and abilities.

E4. Back-up Office Operations Associate in the order taking process (in the absence of other back-ups) answering telephones, taking orders, preparing out-cards, and assisting customers.

E5. Identify and prepare inventory scheduled to be destroyed or transferred to the State Historical Society or University of Wisconsin Archives with 100% accuracy.

E6. Maintain the security of all facilities and inventory at all times, as well as the confidentiality of all inventory processed through the system.

E7. Maintain operational records and other necessary documents as needed or required.

E8. Provide training, guidance and direction to support staff, represented by contract staff, Limited Term Employees, inmates or student employees.

E9. Perform other related duties or projects as needed or requested by the Lead-worker or Supervisor.

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Knowledges, Skills, and Abilities:

- Ability to perform a variety of routine physical activities on a frequent basis, such as: lifting, bending, reaching, pushing, pulling, kneeling, climbing ladders, etc.
- Ability to lift, move, carry heavy cartons up to 70 pounds repetitively throughout the day.
- Ability to serve a diverse customer base of staff
- Ability to understand and follow both written and verbal communications
- Knowledge of and the ability to operate both manual and power material handling equipment
- Computer skills, including word processing, spreadsheet, e-mail, database and specialized software
- Knowledge of and the ability to operate computerized record keeping and report generation
- Knowledge of occupational safety guides and the ability to follow safety policies and practices
- Knowledge of the just-in-time inventory management system and skill in managing large scale inventories and other inventory management systems
- Knowledge of universal warehouse procedures