

Department of Administration  
Division of Enterprise Operations  
Inventory Control Supervisor (81-04)  
Position Number 300861  
Position Description  
March 6, 2014

**Position Summary:**

Under the general direction of the section chief, this position is responsible for the management of the State Records Center in a cost-effective and efficient manner. The position is located within the Records Management and Transportation Section, Bureau of Enterprise Fleet, Division of Enterprise Operations in the Department of Administration.

The Department of Administration (DOA) maintains a State Records Center per § 16.62 Wis. Stats. The State Records Center (SRC) is a secure facility which provides state agencies and local governments with an option to store and maintain semi-active and inactive records off-site, alleviating the need to use expensive office space for storage. The SRC utilizes an electronic database (Versatile) for inventory management.

The primary duties of the position include: 1) Provide leadership and direction in management of the operations through staffing, recruitment, supervision, training, evaluation and discipline of all employees; 2) Provide customer service through proactive coordination and assistance among all agencies; 3) Support the statewide records management program; 4) Develop policies, procedures and operational budgets; 5) Manage the operation to meet established revenue targets; and, 6) Participate on DOA and inter-agency management teams.

This position manages an annual operating budget of approximately \$1.3 million through a complex program revenue fee schedule and supervises five (5) Inventory Coordinator positions as well as limited-term employees or contracted staff as required. The position also manages vendor contracts for various requirements such as paper recycling, delivery and uniform services as needed.

This position must also maintain a current Commercial Driver's License (CDL) to facilitate driver training for new employees and fill-in for drivers as needed.

**Goals and Worker Activities:**

30% A. Provide supervision, leadership and direction in the management of work unit staff, promoting efficiencies and providing high quality service to customers.

A1. Assign work daily to meet the workload demands of customers and operations. Assign and reassign staff as necessary to maintain the highest possible productivity and service quality to meet customer needs.

A2. Train all employees in all policies, procedures, regulations and techniques relevant to operations. Develop a backup plan to cover workload in the event of an employee absence.

A3. Ensure employees secure and maintain their State of Wisconsin Commercial Driver's License (CDL) if it is a requirement of their job. Work with Human Resources and the section chief to develop plans of action should an employee not be able to secure a CDL, has their CDL cancelled or loses the ability to have it renewed.

A4. Coordinate random drug and alcohol tests for employees holding a State of Wisconsin Commercial Driver's License (CDL) in accordance with the statutes and rules outlined by the Federal Motor Carrier Safety Administration (FMCSA). Work with the vendor to schedule tests and provide work coverage as necessary allowing the employee to be tested during work hours. Review all results and provide the results to Human Resources. Work with Human Resources and the section chief to develop plans of action should an employee's test results not meet the requirements of state employment.

A5. Monitor employee performance, provide feedback and identify any necessary improvements as they occur throughout the year. Administer a written performance evaluation for each employee at least once each year.

A6. Establish and maintain up-to-date position descriptions and performance standards for all staffing positions ensuring they correspond with the section goals and objectives.

A7. Develop training plans for each employee to include cross-training and individual career-development planning. Employees should participate in at least one training activity each fiscal year.

A8. Provide leadership, counsel and coaching to employees throughout the year, recognizing employee work quality, initiatives and special efforts.

A9. Develop, review and update policies and procedures relevant to staffing assignments ensuring the potential for the greatest possible success of individuals and the overall work unit.

A10. Recruit staff as necessary working with the Bureau of Personnel to ensure fairness in the process and compliance with hiring laws and rules to promote a well-balanced workforce.

A11. Develop recruitment materials and methods; and, conduct hiring interviews to ensure the selection of the best possible candidates, making hiring recommendations to the section chief.

A12. Develop contracts with temporary staffing agencies as required to provide supplemental staffing as needed to ensure uninterrupted service to customers.

A13. Maintain a safety awareness program for the unit, ensuring all work is performed with the utmost regard for the health and safety of all personnel involved.

A14. Within the scope of this position's authority, initiate work performance corrective action with employees to ensure their work meets expectations.

A15. Make recommendations regarding the improvement of work performance to the section chief.

A16. Monitor and adjust employee work assignments to ensure customer satisfaction and to ensure that the services provided are achieved efficiently and economically.

A17. Provide backup to all positions in unit as necessary.

30% B. Manage the State Records Center inventory operations to provide a high standard of customer service and to ensure implementation of statewide records retention policies.

B1. Maintain a daily, hands-on, in depth, fully functional knowledge of the operational use of Versatile, the records management software program or if replaced, the equivalent technology.

B2. Ensure staff receives sufficient training on Versatile or its equivalent to maintain operational knowledge to perform their daily tasks.

B3. Utilize Versatile or its equivalent to coordinate and complete operational tasks that would include, but not be limited to, storage room and shelving configuration, box and file processing, check-in/out, label printing, report generation, searches, etc.

B4. Initiate a destruction cycle of stored records having met their expiration dates on at least a semi-annual basis. Run reports which identify records having met their full life cycle, send agency-specific reports to the appropriate records officers to obtain approvals prior to destruction. Ensure records are destroyed in a confidential manner.

B5. Monitor inventory and run inventory reports for customers and the section chief. Make recommendations on inventory efficiencies to customers and the section chief.

B6. Set achievable high standards for quality customer service based on industry best practices and customer needs.

B7. Oversee the recycling program for paper and other materials. Ensure the vendor(s) destroy the materials in a confidential manner compliant with all laws and/or contract requirements. Randomly audit the vendor(s) work to ensure compliance.

B8. Respond promptly to all customer concerns or complaints resolving issues to the best possible benefit of customers and the work-unit.

B9. Analyze current operations, its processes, methodologies and requirements including equipment needs. Initiate and implement operational improvements where necessary and possible.

B10. Establish and maintain policies and procedures for order processing to ensure the complete and accurate capture of charge-back of services.

B11. Provide leadership and support to agency records officers and other customers to develop and improve records management programs.

B12. Facilitate periodic orientations and tours of the Records Center for new records officers, coordinators and other customers.

B13. Monitor and report on capacity at the State Records Center storage facilities. Make recommendations to the section chief and participate in storage planning for upgraded or expanded space initiatives for records in all media types in conjunction with other space-related initiatives.

B14. Manage operating costs to maximize efficiency and profitability of operations by working within established processes to meet annual revenue projections.

B15. Monitor services to customers. Consult with customers on problems to resolve issues. Propose improvements in services and productivity to maintain customer satisfaction.

B16. Assist in developing brochures and other marketing/promotional items to increase awareness of Records Center services and program benefits. Explore additional methods of promoting records management.

B17. Coordinate efforts between the Records Center and staff from the Wisconsin State Historical Society to facilitate the periodic transfer of schedule records of potential historical value.

B18. Assist with the continued implementation of value-added services to customers such as file level records management, remote report generation, electronic file and report transfer, electronic retrieval generation and customer generated data entry.

B19. Procure approved permanent property identified in operating budgets and per and approved equipment replacement plan.

B20. Maintain familiarity with technological advances in the industry and other industry trends in records management, inventory storage and fulfillment to maximize efficiencies in the work unit.

25% C. Maintain effective internal and external customer communications.

C1. Maintain regular communication with agency records officers via the telephone, e-mail and e-mail distribution lists, meetings and attendance at professional organization seminars and events.

C2. Prepare informational materials as needed to develop and improve communications with all customers.

C3. Assist in updating information in customer/client database(s).

C4. Develop and maintain effective internal communications at all levels within the organization to include the unit, section, bureau and division management.

C5. Provide reports to meet management and production informational needs.

C6. Participate in activities associated with the Wisconsin Information Resources Council, the Wisconsin Communicators Council, Data Processing Managers Association, State

Agency Librarians Organization and the Association of Records Managers and Administrators as necessary and required.

C7. Develop fact sheets and other written communications that identify the services and benefits of the State Records Center.

C8. Meet annually with customers to discuss alternatives to reduce long-term records storage requirements, e.g., media alternatives, re-appraisal of record retentions, etc.

#### 10% D. Performance of Other Duties

D1. Oversee all phases of the purchasing process for including the processing of requisitions, purchase orders, blanket orders, accounts payable and purchasing card activities. Initiate purchase orders and simplified bids as necessary. Ensure expenditures are posted to the proper work order.

D2. Oversee the processing of revenues earned for the recycling of paper and other media verifying accuracy and timeliness.

D3. Oversee the Versatile billing report process ensuring the charges to the general services billing are performed accurately according to a schedule set by DOA.

D4. Undertake special studies as needed or directed. Compile and analyze data and report on results.

D5. Comply with all statutes, rules and regulations and continuously practice safety while performing all duties.

D6. In a training and backup capacity, must be able to lift and handle boxes and heavy items weighing up to 50 pounds throughout the day.

D7. Manage the regular scheduling of preventative maintenance work and emergency repairs on the trucks and equipment assigned to the State Records Center.

D8. Must possess a valid driver's license and be able to efficiently operate a 24' delivery truck in a training and backup capacity. A Commercial Driver's License (CDL) is required within six months of employment.

D9. Perform other related duties as needed or assigned.

#### 5% F. Maintain and develop leadership and professional skills.

F1. Strive to develop and continually improve leadership skills that encompass DOA's leadership core competencies: communicator, coach, change agent, mentor, role model and shield.

F2. Participate on inter- and intra-divisional teams representing records and service related issues.

## KNOWLEDGE, SKILLS AND ABILITIES

- ≈ Excellent supervisory and leadership skills.
- ≈ Highly effective inter-personal skills.
- ≈ Extensive knowledge of the management of a storage facility.
- ≈ Extensive knowledge of inventory management.
- ≈ Extensive knowledge of the Versatile or similar records management application.
- ≈ Extensive knowledge of records management principles, practices, processes and procedures.
- ≈ Ability to develop, implement and manage statewide policies and procedures.
- ≈ Ability to exercise sound judgment and discretion when managing complex and sensitive issues.
- ≈ Creative problem solving skills.
- ≈ Ability to stay abreast of federal and state legislation as it relates to records management.