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

Position Number: 004394

Inventory Control Coordinator
Position Description
February 2015

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.

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

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.

A13. Assist in conducting physical inventories as required. Point out problems, discrepancies and recommendations for resolution.

A14. Perform inventory moves when necessary to ensure the most efficient use of storage space. Ensure completeness of all documentation and submit to lead-worker.

A15. Identify and prepare inventory scheduled to be destroyed or transferred to the State Historical Society or University of Wisconsin Archives with 100% accuracy.

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 that 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 locale 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. Provide Support and Backup to Other Program Areas in the Section and Perform Other Duties as Assigned.

E1. 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.

E2. Backup Document Sales inventory and shipping operations as needed. Pull orders for state agencies and local governments, package products, select the appropriate shipping option and ship products following program guidelines. Receive, store and maintain 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. Utilize the UPS WorldShip and Document Sales applications throughout inventory and shipping processes. 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.

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.

E5. Identify and participate in no less than one training course annually, to ensure the best development possible of skills and abilities.

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

E8. Perform other related duties or projects as needed or requested by the Lead-worker or Supervisor.

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 knowledge and skills in data entry
11. Recordkeeping skills
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, interpersonal skills 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 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:

Communicator	• Communicates clearly and concisely in verbal, written and electronic formats. Listens to achieve understanding. Is always professional and courteous. • 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. • Solicits clarification on work assignments, check-in points, and deadlines as necessary. Keeps supervisor and other staff informed as appropriate. • Presents ideas and information at a level of detail appropriate to the audience. Is open to both positive and negative feedback.
Team Player	• Contributes toward making each workday a favorable experience by maintaining a positive attitude, avoiding negativity, and being someone co-workers like to be around. • Is a willing participant. Shares expertise and acknowledges it in others. • 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. • Recognizes customer needs and advocates as appropriate for them.
Innovator	• Is open minded, flexible, and responsive to innovations that improve business processes. • Is creative when bringing common sense solutions to the table for problems or issues that are identified. • Knows when to take risks and then acts. • 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.
Learner	• 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. • Is interested in growth and development and strives to constantly increase and apply knowledge. Stays abreast of changes in field of work. • 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. • Identifies career goals and related training opportunities and pursues strategies for success.
Role Model	• Sets examples of honesty, integrity, respect, and humility. • Displays a positive attitude through respectful, courteous, enthusiastic, and confident interactions with co-workers, customers and supervisors. • Shows openness, caring, and support for others while listening and responding to their needs and concerns, and respecting privacy and cultural differences. • Is approachable, uses open/friendly body language, and dresses appropriately for the setting.
Work Ethic	• Demonstrates a strong work ethic encompassing initiative, motivation, commitment, and productivity while encouraging others to do likewise. • Shows dependability in attendance, being fully engaged in job duties and meeting deadlines. • Treats customers with respect and responds promptly and positively to their needs. • Listens with an open mind and is not defensive when performance issues are constructively addressed. • Makes decisions within the parameters of one's job and authority, and accepts responsibility for those decisions.

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.

Employee	Date	Supervisor	Date