

OUTSTANDING TEAM MEMBER

This award recognizes a person who is not the direct manager/director of a mail center, but has gone beyond his or her normal work duties and has been an example for others to follow. This person made a major impact in their mail center that is significant and noteworthy of a national award. Nominees of this award do not have to be listed as a NACUMS member, but the manager/director of the person must be an active member.

2016

**Andrew Fassett
Arizona State University**

Andrew Fassett has worked at Arizona State University (ASU) for almost twenty years starting as a clerk and progressing until his current position of supervisor. During this time he has learned all aspects of the mailing and shipping industry and has gained a great depth of understanding of his customers. We receive positive feedback from his customers and Andrew has earned several “Sun” awards (ASU’s Internal method of employee recognition). Andrew always produces high-quality, thoughtful work, he is committed to provide excellent customer service and instills this commitment in each of his employees.

As a supervisor, Andrew has a strong commitment to the success and growth of his staff as ASU employees and professionals. He currently supervises three leads and clerks and often directs the activities of other staff as needed. His staff finds Andrew considerate, easy to work with and encouraging. There is often a great deal of work to accomplish but Andrew strives to keep his employees engaged and moral high throughout the workday.

Andrew has served in several areas within Mail Services, starting his role as a supervisor when he implemented the Courier Service for ASU. He was able to build the Courier Service from scratch and make it into what is now a thriving and relied-on service for our departmental customers. Over the last few years, Andrew has accepted the responsibilities of the Mail Processing area. This requires an ability to communicate well with customers and vendors. Andrew must remain up-to-date on postal regulations and policy changes that impact his area as he processes over one million pieces of mail per year. This sometimes means he is required to learn new systems and procedures, as well as, train and support his staff as they learn these systems. Andrew recently had to step in to assist the President’s Office with a mailing that would have cost over \$22,000 in postage. He worked with the Postal Service and with some changes to our processes; he was able to reduce the postage costs over \$16,000. Andrew willingly accepts these challenges with enthusiasm, professionalism and humor. All of these attributes are essential in the fast-paced environment where we work.

Andrew currently serves on the ARMCUMS board and has also served on the local PCC Advisory board as he represents ASU and the mailing industry with integrity and excellence.

Submitted by James Devenney