

EXCELLENCE IN MANAGEMENT

This award is for excellence in the management of an in-house mail operation that stands alone, or is combined with related services such as print, copy, courier, or receiving. The person making the nomination must explain why this candidate's operation meets these high standards. The candidate should have experience in management or supervision and be a NACUMS member in good standing.

**2013
Jay Henning
Kansas State University**

Jay Henning of Kansas State University's Central Mail Services, in the first few months as Central Mail Manager, has developed a system of educating the campus administrative professionals through newsletters, e-mails, and most recently, a Mail Preparation class. This has resulted in numerous cost avoidance measures, including time, labor, and financial savings. The most significant savings have resulted in UPS shipments saving the departments more than \$3,000.00 since November 2012. His ability to collaborate with Printing Services has established a working relationship which was previously severed. This has resulted in departments being fully informed about the requirements for both bulk and first class mailing and the permit requirements and using both services to save the departments money and unnecessary labor costs from receiving improper mailings.

Two months after Jay took over as Mail Manager, Kansas State University took on delivery of all the federal mail for the campus and two apartment complexes managed by the university. The resident deliveries to six individual dormitories, one triplex dormitory, and the apartment complexes total more than 5,000 students. Jay masterfully guided Central Mail Services through this transition, as the university had never processed resident mail before. He participated in talks with the Housing office, in which the Housing office agreed to reimburse Central Mail for providing their expertise to the mail processing and delivery. This quadrupled the amount of mail the university handled and processed. He did this while in the midst of construction, as a previously planned expansion took place during the takeover of federal mail, causing the employees of Central Mail Services to be working in an even smaller than usual space. During the past year, this expansion has required additional employees, which Jay oversaw or participated in the hiring of five permanent, two temporary (part-time), and four student employees.

Integrity is the trait that I observe Jay demonstrate on a daily basis. My definition of integrity is "doing what is right even when no one is watching." When an employee demonstrates integrity, trust almost automatically follows. In the short while that Jay has been the administrative officer for Central Mail, I trust him to do what is right with regard to our customers, vendors, staff and Kansas State University. For example, if faced with two choices, one that would be strictly by the book and the other that would push the envelope but enable the task to be completed more quickly, Jay will go by the book. He will never jeopardize the integrity of our operation by taking a shortcut. His honesty and reliability combine to make him an exemplary employee, one worthy of this award.