

## **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.**

**2017  
Zair Ulsh  
Dickinson College**

In 2013 I left my role as Student Mailroom/Package pickup supervisor and stepped into the role of Mail Room Manager. When asked by my director if I had any suggestions about filling my position I said, Zair Ulsh. Zair, already had a wealth of mail room knowledge working for 12 years in the position of Mail Delivery/Mail Clerk, accepted the offer and we made the move to new jobs together.

Zair not only transferred to the new position, which continues to grow and change each year he has and continues to cross train to cover the manager's position in my absence.

In 2013 (with Zair's encouragement) I attended my first NACUMS conference, when I returned from Texas I had a ton of ideas and he worked with me to make a lot of changes to our package pickup area as well as our working space. Zair being efficient and organized are two qualities that are needed when you are handling almost a thousand packages a day. Even though he is a great asset to the new position he hasn't forgotten how to do his previous job when needed he will step right back into that role. He is always looking for ways to improve any of our daily struggles.

Zair's willingness to work together and keep the students, staff and parents a priority is what makes him a strong team member, for they are the reason we come to work every day.

The suggestion to offer Zair the open position in the mail room was a good one: His willingness to go the extra mile to satisfy a parent phone call, be respectful of a student's concern and to ensure a campus professor that their mailings will reach a student mailbox in time for the student to receive is commendable in itself. All of the above and the fact that he would go above and beyond what is needed to help me make things work makes him stand out.

I do believe that "A successful team is a group of many hands and one mind"

Respectfully,  
Lisa Ellerman, Dickinson College Mail Center Manager