



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.

Please answer the questions below to explain why you feel this person is best qualified to receive this award. Feel free to attach a separate narrative supporting your nomination if you do not have enough room in the spaces provided. You are encouraged to contact the nominee to verify any information.

2022

**Lavone Broxton
Montclair State University**

- 1. Cost savings and/or avoidance:** Describe operational improvements the candidate has implemented that resulted in a significant reduction in expenses, or in avoiding cost increases for their school.

Montclair State University Postal Services and Warehouse looks to optimize its value to the University Community. Mr. Lavone Broxton, the Associate Director has reduce cost in his area by assigning his postal clerks login passwords for the postage machines. This created usage accountability and eliminated any misuse of mailing processing. This also included 99% accuracy of departments being charged the correct amount of postage. Mr. Broxton assures his postal clerks stay informed with all mailing changes and utilizes the best mailing options to reduce overall costs to the University. Since Mr. Broxton became the head of the University Postal Services and Warehouse, the reporting and replacement of lost packages has dropped to zero. This has been a significant decrease in the cost to the University.



- 2. Management Practice:** Describe how the candidate has made a significant operational improvement which merits national attention and /or established a program which is a model others have used to set up their own mail operations.

The Postal Services and Warehouse is funded by the University Facilities Division and is a non-revenue unit. Under Mr. Broxton watch, the Postal Services is a United States Passport Acceptance Facility. They accept new passport applications and renewals, by appointment only. The Facility can take passport photos and provide notary services as well. The Facility has generated \$150,000 in revenues over the past 3 years.

The Postal Services was one of the first university mail center to partner with Amazon and bringing five parcel lockers across the campus. There are 2 lockers on the outside of 2 residence halls and 3 lockers located in 3 residence halls. This with and also expanding Postal Services to 6 days a week, Monday to Saturday provides the students with an exceptional access to their mail and packages.

Mr. Broxton also manages Central Receiving and the Warehouse. All items shipped to the University passes through Central Receiving. The Warehouse contains all the Housekeeping Supplies. There is about \$200,000 worth of Housekeeping Supplies in the Warehouse and another \$250,000 of COVID-19 Supplies. All of this is maintained with an Inventory Control System that Mr. Broxton brought in to manage the stock and send alerts as to when to re-order supplies.



- 3. Personal Growth:** The candidate has demonstrated professional development, either a new level of education or a certification that has made them a better manager.

Mr. Lavone Broxton started as a stock clerk 12 years ago in the Department. Through several promotions he has become the Department Head of Postal Services and Warehouse.

Mr. Broxton served on the Executive Board for NACUMS as well as on the conference committee. He also served as board member for the Local PCC.

Mr. Broxton is currently serving on the MSMA Board and the NJAPPA (NJ Chapter of Association of Physical Plant administrators) Board. He has his EMCM (Executive Mail Center Management) Certificate and the CPDW (Certified Professional In Distribution and Warehouse) Certificate.

Mr. Broxton decided to obtain a college degree while working full-time at Montclair State University and in the Spring of 2021, Mr. Broxton received his Bachelor of Arts in Sociology.

- 4. Other:** Please describe a trait of the person you are recommending which would show excellence in operations.

Mr. Broxton continues to search for processes that would help streamline operations and be customer friendly. With 5500 students living on campus, he is providing the best services to the students. Mr. Broxton is the troubleshooter for mis-directed mail or poorly address mail. He is determined to put his Department in the best light and to ensure his employees don't fail.

Nomination submitted by:

Leonard Jones
AVP of Facilities Services



Montclair State University

Nomination submitted by:

Phone:

Email:

Address: