



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.

- 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.

Marisa Samaniego Assistant Director of Mail Services has been able to acquire reduced rates with the acquisition of permits, contracts, and specialized shipping equipment to save Soka University of America a total of \$124,423 this year.

- 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 other have used to set up their own mail operations.

Since its establishment in 2001, the Mail Center has grown to become an invaluable resource to Soka University of America. The Mail Center Service will and has always been providing efficient and reliable mailing services to the campus community, making the process easier and more convenient for students, faculty, and staff. This includes offering cost-effective options for postage and packaging, ensuring timely delivery for mail and packages, all while providing exceptional customer service. All this has been accomplished by the management of Marisa Samaniego, Assistant Director of Mail Services. Her vision and inspiration have been greatly appreciated by the University. She strives to stay current with comprehensive training and obtaining certifications. Also being a member of the National Association of College & University Mail Services (NACUMS). Marisa Samaniego has been an integral part of the growth of Mail Services as shown through her actions and dedication to SUA. The Mail Services has grown from having a service window with 231ft² to a new Mail Center Services location of 665ft².



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

2015 – USPS Executive Mail Center Manager’s Program

2016 – USPS Mail Design Professional

2017 – NACUMS Leadership and Mail Services Professional Development

2018 – USPS Professional Certificate

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2019 – NACUMS Leadership and Mail Services Professional Development

2019 – USPS Professional Certificate

2020 – National PPC Professional Certificate

2023 – USPS Mail Design Professional

2023 – NPF Mail Center Manager

2023 – Direct Mail Marketing

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

Marisa Samaniego has been at SUA since its inception. She has seen the University grow and expand. Her dedication to the University and its students is seen every day. Alumni come to SUA and visit her every year that they all say the same thing that her nurturing during their 4 years at SUA is still remembered. They are amazed by the changes that have occurred since they were students. It reminds me of something Marisa always jokes about, she enjoys saying that she delivered all the books that are at the library and how she had to make those deliveries during the construction of university while having to wear a hard hat. The stories she would tell us and the joys she shows during those stories show me the dedication she has and is the reason why I have nominated her.

Nomination submitted by: Tom Harkenrider – Chief of Operations

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