

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.

**2018
Scott Driscoll
University of California San Diego**

Scott Driscoll is the Student Mail lead for Integrated Procure-to-Pay Solutions (IPPS) Mail Services. IPPS is part of Business and Financial Services and represents the procurement, fulfillment, and payment functions at UC San Diego. The organization manages all aspects of the procure-to-pay process, including strategic procurement, accounts payable, travel, central receiving/distribution, mail services, and small business development. IPPS Mail Services is a self-supporting division with nearly \$3.5M in revenue, recharges and sales. Our services extend to campus departments, student housing units and the public, utilizing modern technology to track and sort nearly 4M pieces of mail annually. UC San Diego enrolls 36,624 students, and has 35,761 faculty and staff who manage over a \$1 billion in research funding.

Since joining Mail Services in 2005, Scott has held many roles in the organization, from changing mail box locks to working as a clerk in the Postal Center. These varied responsibilities allowed him to build up a diverse skillset that has made him an agile and valuable resource. While Scott has always been an asset to the campus community, what makes him an ideal candidate for the honor of Outstanding Team Member is the role he has played over the last 2 years. During this time there have been significant organizational structural and leadership changes, coupled with implementation of multiple pieces of technology (including SC Logic and the OPEX Mail Matrix), all while navigating and guiding his teams through the “Amazon Effect”.

During uncertain times and surrounded by a group resistance to change, Scott was “assigned” the role of “lead,” an unofficial title with a limited and inconsistent stipend. Regardless of the lack of recognition and compensation for significant, higher level responsibilities, Scott maintained operations for 10 student parcel centers and managed an ever changing team of 20 student workers. He also ensured that his team of two FTE coworkers remained focused on serving our student community even during the toughest of times and with limited guidance from above.

While the work product and service provided during these 2 years is a great accomplishment and worthy of this award by itself, his greatest strength and contribution was his ability to motivate himself, 2 FTE’s and twenty students to continue to provide consistent service to the campus with limited resources in an environment resistance to change. He truly became a de facto leader amongst his peers, propelling the organization through trials and tribulations, all while minimizing the impacts of these changes on campus. Service levels were maintained and new technologies were incorporated into his team’s day-to-day processes.

Even as we move forward Scott continues to be innovative in his approach by assisting with our evolving role as a key player in an Autonomous Vehicle partnership with UC San Diego's Jacobs School of Engineering. This partnership includes testing the delivery of packages with Autonomous Vehicles on campus. Additionally, Scott's knowledge and leadership has been critical to the implementation of electronic mail sortation (OPEX Mail Matrix) and defining the best strategy for Amazon package distribution including electronic lockers. Scott's foresight, his ability to motivate his peers and team, the ease with which he assumes new responsibilities, and his adaptability have allowed the UC San Diego Mail Services operation to continue to evolve and grow. He is going to play a critical role in not just the future of UC San Diego's Mail Services organization but really and truly the long term successes of the higher education mail services industry as a whole.