

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.

**2013
Trish Nelson
Utah State University**

Trish Nelson has worked at Utah State University Mail Service for 13 years. Since joining our mail services team in February 2000, Trish has been an inspiration not only to our staff but with all of those on our campus whom she desires to serve. She truly leads by example. Trish is responsible for our office functions which include all functions from payroll, leave and all of our campus wide billings. In addition to her primary responsibilities, Trish has taken it upon herself to assist with all other areas of our mail services operations. She is now proficient with all mail processing, including Fed Ex UPS and DHL; she also assists in our bulk mail operation and serves as a relief mail driver. She accomplishes all of this with a cheerful and happy disposition.

Trish has helped create a more lean and efficient and productive mail services operation through the implementation of Lean Leadership Principles. Our office billing procedures are now completed in half of the time previously needed. Trish's coworkers used the following terms to describe her; and I quote, "Trish adapts quickly in learning computer programs and managing all of Distributions finances", "makes Distribution run smoothly with her expertise knowledge and skills of the USPS regulation and guidelines", "carries herself in a manner that is always approachable, is pleasant to be around and very reliable", "The centerpiece which holds Distribution Center together", "takes on more work than is to be expected", willing to take on others work without complaining", " she hosts several PCC lunch and learns on the university campus each year", "has changed many processes to become more productive and efficient", " has assisted the manager in preparing for his presentations and all of his travel".

Trish has recently joined the ARMCUMS board of directors where she willing serves in any capacity. She has willing gone out on campus visits where she educates campus faculty and staff on the products and services which our mail services provide.

Most importantly, she has allowed the manager to serve NACUMS, ARMCUMS and our Utah PCC while filling in many of my responsibilities. She has been instrumental in assisting the manager while he has hosted the 2005 NACUMS Conference and the 2008 ARMCUMS conference in Logan. Trish fills in more me and covers my responsibilities as I am away from the office serving the college and university industry. I feel that Trish is a worthy recipient of the NACUMS team manager award as she serves as the Office Manager for Utah State University.