

Position Description –BPAD IS Business Automation Senior

Position Summary

The Bureau of Publishing and Distribution is a multi-purpose operation offering high volume, low cost electronic publishing services and state of the art distribution services. Applying state of the art technologies to inserting, labeling and scheduling, the Distribution Section, operates three shifts a day, five days per week. Distribution Services provides assembly and insertion of mail pieces using highly automated, equipment such as: high-speed inserters, and postage meters. Services offered include: folding, cutting, inserting, labeling, job scheduling and distribution of finished mail pieces. This position is responsible for database administration of multiple collection systems within the bureau. These systems include, but are not limited to the BPD database, address list data management, MS Dynamics billing data management, Pitney Bowes Business Manager postage data collection, Bell & Howell Navigator inserting data, Inventory, Warehouse and DOC Sales. The Bureau serves a variety of state and local government customers, the Legislature and the Governor's office throughout the State of Wisconsin

Under general supervision, this position is responsible for providing excellent customer service, database management and control, inventory management, supply chain management, order management, database analysis and reporting. Responsible for the monthly billing reconciliation and creating and documenting procedures to ensure efficient, high quality production, training and coordination of lead worker activity, customer assistance with questions and problem resolution

Goals and Worker Activities

- 30% A. Program management, business analysis, and IT solution research including implementation and monitoring.
1. Analyze data from multiple critical proprietary databases, such as the BPAD database, Pitney Bowes Business Manager data base, Microsoft Dynamics, and Satori Desktop Mailer.
 2. Submit monthly productivity reports by analyzing data from multiple database sources, to the section chief and bureau director.
 3. Responsible for the use of address cleansing software; such as Satori Desktop Mailer.
 4. Provide assistance to customers and staff on the use of the USPS Postal Customer Gateway
 5. Consult with internal production teams, as needed, to provide effective solutions to production problems in the Distribution Section.
 6. Evaluate vendor performance and provide input into the evaluation of their services, including recommending actions to be taken and providing input into compensation adjustments in case of disputes.
 7. Provide review of production policies, methods and procedures in the Distribution Section for bureau management team.
 8. Gather business needs and onboarding of IT solutions.
 9. Analyze current and proposed systems for process improvement recommendations.
 10. Implement process improvement projects and ensure delivery and benefit realization.
 11. Train new and current staff in postal regulations, database functions, and update shared Knowledge Base site.
- 20% B. Work with a mixed production team of state staff, LTEs and/or contractors who are responsible for maintaining critical database management, inventory management, supply chain management, data analysis and reporting, order management, and the scheduling and production of operations in the Distribution Section.
1. Assist the section chief to recruit, evaluate, hire and train new staff and/or LTEs for the Distribution Section.
 2. Responsible for the monthly billing process for Distribution Services through the use of MS Great Plains and Pitney Bowes Business Manager databases.
 3. Train team members in internal procedures and/or other relevant areas, as requested.
- 30% C. Communicate with and assist customers in job issues and problem resolution. Assist the bureau with the planning and development of critical production data systems
1. Work closely with customers to analyze proposed print to mail and automation inserting projects.

2. Provide consulting and mail piece design assistance to customers for the development of automation discount and/or the most cost effective and efficient mailing solutions.
 3. Educate and liaison between agency partners and vendors for project management and implementation of cost saving measures and LEAN initiatives.
 4. Determine customer job requirements, analyze data, and schedule resources necessary to meet the customer's needs for production quality, cost and timeliness.
 5. Produce accurate written estimates, proposals and quotes for customer work requiring services provided by the Distribution Unit.
 6. Recommend changes to inserting methods and procedures based on data collection and customer needs using LEAN Six Sigma and 5S Kaizen methodologies.
 7. Develop operator production standards using data from the Bell & Howell inserting machines.
 8. Analyze data and recommend changes to DET/BPAD rate structure.
 9. Use of STAR system for procurement and/or monitoring of purchase orders and usage.
- 15% D. Participate as a member of the Publishing & Distribution Bureau
1. Assist the bureau director and section chiefs in analyzing data, preparing annual, biennial, and long-range plans for the operation.
 2. Assist the bureau director and section chiefs in planning and defining services provided through use of current technology in the mailing industry.
 3. Work with the bureau director and section chiefs to ensure that relevant site policies and procedures are current, accurate and implemented.
 4. Contract oversight including but not limited to Bell & Howell, Pitney Bowes, MS Great Plains, and Spherion managed service.
 5. Participate in projects at the direction of the bureau director or section chiefs.
 6. Other duties, as directed, by the bureau director or section chiefs.
- 5% E. Participate in the Employee Development Program.
1. Attend appropriate training courses, conferences and seminars to provide personal and career development.
 2. Read publications related to work performed in Distribution to maintain proficiency.
 3. Participate in activities, of professional and technical associations and/or user groups to contribute to development in the areas of mail piece design and assembly and distribution.

Knowledge and Skills

1. Strong interpersonal and human relations skills.
2. Verbal and written communication techniques.
3. Knowledge of database usage.
4. Comprehensive knowledge of fundamental IS concepts, principles, and practices.
5. Knowledge of database systems, physical and virtual servers, and storage area networks.
6. Knowledge of disaster recovery processes, procedures and tools.
7. Knowledge of planning and operating techniques used in a large computer driven production facility.
8. Ability to use state of the art technologies to inserting, inventory, warehousing and scheduling.
9. Comprehensive knowledge of USPS rules and regulations, mail piece design and USPS Customer Service Gateway.
10. Ability to recommend changes to inserting methods and procedures based on changing technology.
11. Ability to use of MS Dynamics GP database, a complex computerized data collection system and the system's interface with the state's General Services Billing System and STAR. Monitor and recommend updates of both hardware and software to maintain efficiency and to remain current with technology. Use of MS Dynamics GP, a complex computerized tracking system to manage warehouse operations and inventory management.
12. Technical skills to use software tools for analysis, evaluation. and presentation.
13. Ability to in analyze enterprise business and technology issues in a large corporation or government organization.
14. Ability to work with Bureau management related to enterprise technology issues.
15. Knowledge of methods of planning, organizing, and coordinating assignments of considerable diversity.
16. Knowledge of LEAN Six Sigma, 5S Kaizen and other continuous improvement processes.
17. Skills in and ability to prioritize tasks and respond to issues determined to be critical and/or urgent.