

Mineral County MSU Extension Office Administrative Assistance Position Description

Description of Office

The Mineral County MSU Extension Office extends research-based information to the public through educational workshops, newsletters, educational materials, and other media. Topics include agriculture, 4-H youth development, economic and community development, family and consumer sciences, and horticulture. This position is a full-time county administrative support position responsible for assisting the public by being familiar with current extension programs. In addition, the Mineral County Weed District and Mineral County Weed Coordinator are housed within the Extension Office and share duties and responsibilities with this position.

The Administrative Assistant maintains an efficient and attractive office that will assist the Extension Agents to fulfill Extension program responsibilities to the clientele of Mineral County. Extensive contact with the public is required daily both over the phone and in the office. The Extension Office is a publicly funded entity and, as such, public relations are extremely important. Every interface with the public is determinant of quality and therefore, must be conducted with professionalism. The Administrative Assistant must establish and maintain good rapport with Extension clientele and assist in developing a positive image for the Mineral County Extension Office. The Administrative Assistant maintains confidentiality of appropriate Extension information.

Accountable to:

The position is a county position and indirectly supervised by the county commissioners. The Administrative Assistant is directly supervised by and accountable to the Mineral County MSU Extension Office Chair and Extension Agents as well as the Mineral County Weed Coordinator.

Specific Responsibilities and Duties

1. General Office Management Support

- a. Opens and sorts incoming mail and distributes to the agents.
- b. Schedules and arranges appointments and conferences for the agents.
- c. Composes, types and edits a variety of correspondence.
- d. Proofs all letters and reports before sending.
- e. Makes telephone calls for agents to obtain requested information.
- f. Manages telephone calls and routes calls to agents; takes messages as needed.
- g. Manages bulletins and publications, collects applicable publication and applicator fees.
- h. Maintains familiarity with all necessary state, university, county, and federal forms; 4-H record forms, and any other miscellaneous material handled by the office for the convenience of the public.
- i. Gathers information and prepares educational bulletins used as handouts for Extension programs and as informative material for interested persons.
- j. Manages Extension mail allocation and delivery of packages to post office.
- k. Prepares and distributes news releases when directed.
- l. Keeps office equipment, computer hardware, and software as current as the budget will allow. Provides recommendations for purchase to Extension agents.

- m. Maintains records of cash received for Weed District, Revolving Loan Fund, and Extension office, 4-H materials, and other events. Makes financial deposits for the office and 4-H accounts. Routinely secures petty cash. Manages account income, expenses, and balances via accounting software.
- n. Manages schedule of meeting room use.

2. Files/Record Maintenance

- a. Acts as custodian of departmental documents, records, and resource materials including 4-H enrollment, program, educational activities, and award materials.
- b. Establishes and maintains filing systems, control records and indexes, using independent judgment.
- c. Manages business and educational resource material files and keeps these materials current. Orders new materials as necessary.
- d. Manages lists of all interested persons for club memberships, programs and workshops sponsored by MSU Extension.
- e. Manages all Agriculture, FCS, 4-H and other mailing lists and/or membership lists that are used regularly.
- f. Purges mailing lists yearly to maintain current listings.
- g. Manages 4-H enrollment records and reports to comply with the standards of the computer operation system of the university.
- h. Manages 4-H project materials, ordering, distribution, and questions.

3. Reports

- a. Under Agent's direction, prepares accomplishment reports and annual affirmative action reports, plan of work reports, annual reports and office contacts.
- b. Monitors county budget for the Extension office and assists with the management of various budget accounts. Reports budget information to agents on a regular basis.

4. Public Relations

- a. Greets and interacts with the public and respond tactfully and diplomatically in a friendly, professional manner in person and on the telephone while providing appropriate responses to questions or inquiries.
- b. Directs visitors to agents; takes messages as needed.
- c. Answers incoming calls and directs callers to agents; takes messages as needed.
- d. Prepares and distributes newsletters under agent's direction. Responsible for the layout, copies, copies and preparation for mailing newsletters.
- e. With information provided by the Agents, assists with maintenance of the home page on the internet.
- f. Respond to requests from clients through phone, mail, e-mail, and personal contact.
- g. Demonstrate excellent written and verbal communication skills and competence communicating information, procedures, and directions clearly and accurately, in person, by telephone, email and through correspondence.

5. Supplies

- a. Manages inventories and office supplies.
- b. Manages the inventory of educational materials from the university and return of materials at designated times.
- c. Orders educational bulletins, brochures and commercial materials and keeps an up-to-date, adequate supply on hand. Keeps bulletin racks filled and current.

6. Expenditures

- a. Completes and routes claims to County and State.
- b. Manages budget computations and maintains accurate records of office expenditures.

7. General Administrative Duties

- a. Manages the reproduction of newsletters, bulk mailings, and program pamphlets. Develops layout for pamphlets and flyers for special meetings.
- b. Maintains a record of loaned reference materials and equipment.
- c. Assists with the development of the office budget.
- d. Maintains a calendar of events to include agent's schedule.
- e. Assists the Extension Agents in preparing for, managing, and conducting county fair activities.

8. Training and Professional Education

- a. Participates in training and professional improvement opportunities as topics, interest, time, and county budget allow. Some examples include Extension-sponsored computer and office management training sessions, personal development seminars, 4-H training seminars, on-campus sessions for county Extension support staff.

9. Qualifications

a. Education and Experience

1. High School education or GED equivalent required.
2. Post-secondary education or training in office management, public relations, accounting, and record-keeping preferred.
3. Computer knowledge associated with storing, retrieving, and backing up data is required, including ability to send, retrieve and store e-mail and access the Internet.
4. Proficiency in using a variety of software packages, such as word-processing and spreadsheet software.
5. Must be able to be certified as a 4-H Volunteer through a criminal background check.

b. Knowledge, Skills, and Abilities

1. Proficiency in composing, formatting, and proofing business correspondence, such as letters, brochures, and reports, with a high degree of accuracy.
2. The ability to establish and maintain cooperative, productive, and professional working relationships with a variety of individuals, both internal and external to the organization.
3. Possesses excellent verbal and written communication skills, including the ability to explain and communicate detailed information to a variety of individuals.

4. Possesses skill organizing and prioritizing multiple work assignments, meeting deadlines, and adapting to changing priorities while maintaining a positive, effective, and professional approach.
5. Possesses skill exercising good judgment, self-motivation, and working effectively both independently and in a team-oriented manner with minimal supervision.
6. Ability to analyze problems and take appropriate action under stress or as required by the position.
7. Ability to be a self-starter, motivated, flexible, creative, organized, dependable and a team player.
8. Ability to use computer, printer, scanner, photo copier, fax machine, ten-key calculator and telephone.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this position the employee is constantly required to talk, hear, use hands to finger, handle or feel items, read, and keyboard. The employee is frequently required to stand, walk, sit, reach with hands and arms, and write. The employee must climb or balance, stoop, kneel, crouch or crawl, and walk up and/or down stairs. The employee may be required to drive a vehicle.
2. The employee is frequently required to lift and/or move up to 50 pounds.
3. Specific vision abilities required by this job include close vision.

Work Environment

The work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job the employee primarily works indoors, works with others, and works around others. Occasionally the employee leaves the building and works outdoors.
2. The duties of this job are typically performed between normal business hours, 8 a.m. to 5 p.m., with some work required evenings and weekends.
3. The noise level in the work environment is usually moderate.

Mental/Motor Demands

The mental/motor demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job, the employee frequently works with time deadlines and exercises flexibility (ability to switch from one task to another). Guidance and reinforcement is available constantly. The employee is constantly involved in social interactions where effective verbal and written communications are required.
2. Judgment is constantly used/required on the job. Memory, mathematics, reasoning, and problem-solving are frequently used/required on the job.

Examples of Performance Criteria and Expectations:

- Accuracy; precision; neatness; completeness; completes tasks in allowed time frame.
- Organization; care of equipment; safety; punctuality; appearance; dependability; absenteeism.
- Ability to get along with others; effectiveness in dealing with the public; other employees; positive attitude; cooperation as a team member; controls temper.
- Comprehension and application of procedures applicable to the position. Follows instructions from supervisors and clients.
- Possession of knowledge; abilities and skills required by the job; highly motivated self-starter; teachable and trainable.
- Ability to analyze problems and take appropriate action under stress or as required by the position.