

## Mineral County MSU Extension Administrative Assistant

Applicant's Name: \_\_\_\_\_

### Skill Assessment

Create a flyer and a list of considerations for planning the event.

1. Using the following information, create a flyer for this event using either Microsoft Word or Publisher or other media design software or tools.
  - a) Workshop title: Renewable Energy for the Home and Ranch
  - b) Speakers: Christopher Borton of Sage Mountain Center and Kathy Montgomery of the Montana Department of Environmental Quality
  - c) Christopher will give an overview of the types of renewable energy technologies available for home use. Kathy will review the loans, tax credits and rebates currently available for renewable energy systems in the home.
  - d) Event will take place on February 7 from 6 PM to 8:30 PM at the Mineral County MSU Extension Office, 301 2<sup>nd</sup> Avenue East, Superior, MT.
  - e) Fee: \$7, which includes materials and a light soup with bread supper.
  - f) Contact Mineral County MSU Extension Office for more information or to register. 822-3545 or email: [mineral@montana.edu](mailto:mineral@montana.edu).
2. Also, please create a list of things that you would do as administrative assistant to make sure that all details are taken care of for the event. You can assume that the Extension agents will make initial contact with the speaker.
3. Print the document.
4. Review and proof the article, "Save money this holiday season" (found on USB drive as "Proofing Example"), for spelling or grammatical errors. Make corrections/comments either digitally or with physical mark ups on a printed copy and include with your application.

## Response Assessment

Consider the following scenarios. Write responses to numbers 1 and 2 and save the document on the USB jump drive provided using *Response Assessment (your initials)* as the file name. Follow the instructions in questions 3 and 4 and indicate your response in the space provided.

1. The parent of a youth comes into the Extension Office the day following the deadline for an event. The parent is insistent that the late entry be accepted. The Extension agents are out of the office at the time. How would you respond to this parent?
  
2. It is about ten minutes before your lunch hour. You are completing some handout information for the Extension agent for a meeting shortly after lunch. A client comes into the office with a insect sample and the telephone rings. How would you prioritize and take care of these tasks?
  
3. Someone talks to you with complaints about how the Extension agent or a volunteer leader is running the 4-H program. What are the best responses? Look at the accompanying responses and place them in your order of preference, the best starting at number one.  
  - \_\_\_ a. Get the views of another 4-H leader.
  - \_\_\_ b. Listen to the complaint.
  - \_\_\_ c. Tell them you're not interested in hearing any more.
  - \_\_\_ d. Note details of the complaint.
  - \_\_\_ e. Listen, but don't do anything.
  - \_\_\_ f. Share your personal viewpoint on the matter.
  - \_\_\_ g. Try to resolve the complaint yourself.
  - \_\_\_ h. Offer to set up a meeting with the Extension Agent.
  - \_\_\_ i. Go to the County Commissioners and/or human resources with the complaint.
  - \_\_\_ j. Share the complaint with others outside the office.
  
4. Mark which of the following questions you would consider "stupid" or "irrelevant".  
  - \_\_\_ "Where do I find radish recipes?"
  - \_\_\_ "What do I do about the woodpecker destroying my house?"
  - \_\_\_ "What is the temperature inside my washing machine?"
  - \_\_\_ "Can I plant a banana tree here?"
  - \_\_\_ "How do I get blood out of my couch?"