

Expectations for UK County Extension Agents

Major Job Responsibility: *Educational Programming – 50%*

Essential Functions:

- Develops and leads a comprehensive curriculum based educational program that is reflective of the needs of the total county. Programs are delivered in a timely manner.
- Programs are research based, designed for diverse audiences, include a variety of educational methods and delivery modes, and contain evaluation components that build on sequential learning.
- Evaluations of programs give evidence that participants are achieving higher levels of behavioral change.
- Educational programs are directly connected to the outcomes and educational efforts identified in the annual Plan of Work.

Major Job Responsibility: *Extension Advisory Councils – 10%*

Essential Functions:

- Establishes and maintains advisory councils that help identify local issues, conducts and evaluates educational programs, and communicates curriculum need to the University.
- Embraces the diversity of the county and seeks to form dynamic advisory groups.
- Councils contribute toward securing resources for Extension programs.
- Program advisory councils work intra-dependently as well as in conjunction with the County Extension Council.
- Councils follow all appropriate rules, regulations and laws.

Major Job Responsibility: *Leadership Development* – 10%

Essential Functions:

- Provides local citizens with opportunities to learn and practice leadership skills.
- Develops leadership skills in internal and external groups.
- Demonstrates professionalism and develops personal leadership skills.

Major Job Responsibility: *Accountability and Public Relations* – 10%

Essential Functions:

- Develops accountable public relations system that markets University of Kentucky Cooperative Extension Service.
- Contributes to the information base used to document accomplishments of the Cooperative Extension Service to key decision makers.
- Supports activities and events of the College of Agriculture and School of Human Environmental Science.
- Maintains a professional office environment. Insures cleanliness, order, and maintenance.
- Adheres to University of Kentucky, College of Ag, Food and Environment, and Cooperative Extension policies and procedures. Follows the University of Kentucky Ethical Principles and Code of Conduct.

Major Job Responsibility: *Facilitation/Collaboration/Teamwork* – 5%

Essential Functions:

- Serves as a group facilitator to convene or intervene with groups that need a neutral facilitator to help the group identify, solve problems and /or make decisions.
- Builds collaborative relationships with other agencies and organizations to multiply effectiveness and enhance outcomes of programs while avoiding duplication of programming efforts.
- Exhibits and promotes teamwork within Extension organization at county, district and state levels, acting as mentor and contributing to the professional development of all agents.

Major Job Responsibility: *Customer Service- 5%*

Essential Functions:

- Provides latest research based information in a customer friendly manner to clients.
- Provides diagnostic services and recommendations to local producers and consumers.
- Develops and maintains components of service to include involvement of youth and adult volunteers in service oriented projects.
- Represents and serves the people in the county – always doing what is best for the county.

Major Job Responsibility: *Supervision – 5%*

Essential Functions:

- Approve leave and working hours by deadline.
- Coordinate support staff leave requests.
- Assist or coordinate regular office staff meetings.
- Encourages professional development opportunities with support staff and helps make arrangements for participation.
- Devises solutions to office conflicts.
- Promotes and models teamwork (inside and outside) in the office.
- Conduct 100% of support staff performance reviews on time.
- Create support staff individual development plans and provide periodic feedback.

Professional Standards, Customer Service, and Organizational Improvement – 5%

Essential Functions:

- The agent consistently exceeds the minimum number of in-service trainings.
- Agent consistently participates in professional organizations.
- Agent consistently dresses appropriately according to “A Guide to Attire for Extension Employees”.
- Work area is consistently clean and/or organized.
- Consistently exhibits a positive attitude.
- Consistently exhibits reliability.
- Consistently maintains an open and positive working relationship with all Extension Office Staff or Clients.