



## COOPERATIVE EXTENSION SERVICE COUNTY SUPPORT STAFF

	<b>STAFF ASSISTANT POSITION DESCRIPTION</b>	<b>Position No. <u>0123456</u></b>
<p><b>List this job's key responsibilities in order of importance. Note: Additional copies of this page may be attached if more space is needed.</b> Most jobs have three to five major responsibilities. Please specify the approximate percentage of time spent on each. Major job responsibilities are typically only one or two words.</p>		
<b>1</b>	<p><b>Major Job Responsibility:</b> Office Management</p>	
	<p><b>Essential Functions &amp; Job Standards:</b> <i>(Following are examples)</i></p> <ul style="list-style-type: none"> <li>• Organize and maintain office filing system</li> <li>• Visit post office for daily pickup and delivery of mail</li> <li>• Set up/take down/cleanup before and after meetings</li> <li>• Open/date/distribute agent's mail daily</li> <li>• Prepare and distribute daily correspondence</li> <li>• Order and manage office supplies</li> <li>• Maintain postage meter machine (updates and postage)</li> <li>• Compose minutes of county staff meetings</li> <li>• Prepare meeting sign-in sheets</li> <li>• Keep affirmative action files up-to-date</li> <li>• Arrange/file/maintain UK publications</li> <li>• Maintain an organized desk, reception and work area</li> <li>• Assist agents with meal/location arrangements for meetings</li> </ul>	
	<p><b>Competencies/Skills:</b> <i>(Example)</i> Planning and organizing, cleanliness, skilled in use of office equipment, able to travel to sites outside the office, able to lift an average of 25 pounds.</p>	
	<p><b>Percent of Time: 20 %</b></p>	
<b>2</b>	<p><b>Major Job Responsibility:</b> Customer Service</p>	
	<p><b>Essential Functions &amp; Job Standards:</b> <i>(Following are examples)</i></p> <ul style="list-style-type: none"> <li>• Prepare rootstock/strawberries for sale</li> <li>• Greet clientele</li> <li>• Answer phones/take and relay messages</li> <li>• Answer questions about upcoming events/activities</li> <li>• Maintain and schedule meeting room calendar</li> <li>• Sign up clientele for programs/activities and collect fees as needed</li> <li>• Provide informational materials/copies as requested</li> <li>• Be aware of agent's daily work schedules &amp; provide to clientele</li> </ul>	
	<p><b>Competencies/Skills:</b> <i>(Example)</i> Courteous and responsive to the public, organizational skills, able to keep track of multiple tasks simultaneously, broad understanding of information available in the Extension Office and community resources.</p>	
	<p><b>Percent of Time: 20 %</b></p>	

<b>3</b>	<b>Major Job Responsibility:</b> Record Keeping
	<p><b>Essential Functions &amp; Job Standards:</b>  <i>(Following are examples)</i></p> <ul style="list-style-type: none"> <li>• Reconciliation of bank account</li> <li>• Work with budget contact agent to do county/state/federal budget reports</li> <li>• Process bills and prepare for treasurer</li> <li>• Maintain computer records for Extension budget</li> <li>• Assist staff with travel expense reports and prepare/send to District Director</li> <li>• Prepare and mail support staff time sheets</li> <li>• Handle monies, receipts and deposits according to UK money handling procedures</li> </ul>
	<p><b>Competencies/Skills:</b>  <i>(Example)</i> Dependability and attention to detail, organizational skills, basic accounting skills, skills for completing/maintaining computer records as needed, knowledge of UK money handling procedures.</p>
	<b>Percent of Time:</b> 15%
<b>4</b>	<b>Major Job Responsibility:</b> Computer Skills
	<p><b>Essential Functions &amp; Job Standards:</b>  <i>(Following are examples)</i></p> <ul style="list-style-type: none"> <li>• Prepare and distribute daily email correspondence</li> <li>• Update and maintain mailing databases; utilize Satori mailing software</li> <li>• Maintain membership lists for Cattlemen’s Association, Extension Homemakers clubs, 4-H membership, and other clientele groups</li> <li>• Update and maintain webpage</li> <li>• Flyers – prepare/design</li> <li>• Newsletters – prepare/design/distribute</li> <li>• Prepare and manage computer documents and data</li> </ul>
	<p><b>Competencies/Skills:</b>  <i>(Example)</i> Maintain professional knowledge of computer software as needed, creativity, organizational skills, knowledge of proper English and grammar, knowledge of public notification requirements.</p>
	<b>Percent of Time:</b> 15%
<b>5</b>	<b>Major Job Responsibility:</b> Professionalism
	<p><b>Essential Functions &amp; Job Standards:</b>  <i>(Following are examples)</i></p> <ul style="list-style-type: none"> <li>• Attend in-service trainings as needed</li> <li>• Participate in support staff organization</li> <li>• Courteously and promptly handles customer requests</li> <li>• Maintains an organized work area</li> <li>• Dresses appropriately for office work</li> <li>• Exhibits an enthusiastic and positive attitude toward job responsibilities and clientele</li> <li>• Is reliable and honors commitments to the job</li> <li>• Keeps non-work related activities to a minimum</li> <li>• Is punctual in reporting to work and maintaining regular work hours</li> <li>• Completed assignments are professional in appearance</li> <li>• Cooperates with customers and peers</li> </ul>

	<b>Competencies/Skills:</b> <i>(Example)</i> Willingness and ability to learn new skills as needed.
	<b>Percent of Time: 15%</b>
<b>6</b>	<b>Major Job Responsibility:</b> Program Support
	<b>Essential Functions &amp; Job Standards:</b> <i>(Following are examples)</i> <ul style="list-style-type: none"> <li>• Prepare materials for agent training sessions</li> <li>• Copy and assemble Homemaker leader training material packets</li> <li>• Process background checks on adults working with 4-H</li> <li>• Handle CPH tags</li> <li>• Phase I – Work with contact agents and County Ag. Development Council to prepare reports for GOAP</li> <li>• Phase I – Prepare invoices and send to program administrator</li> <li>• Assist clientele with Phase I program questions and applications</li> <li>• Assist clientele with soil test samples, log into SoilData program, receive and prepare for agent’s recommendations</li> <li>• Assist clientele with plant disease samples, weed ID samples, insect ID samples, or other ID samples</li> <li>• Prepare pesticide certification cards for clientele using PATIM computer program</li> <li>• Assist youth with 4-H camp applications, prepare and assemble camp packets for youth</li> <li>• Assist agents with special programs such as Farm, Home &amp; Garden Exp, Field Days, 4-H events, County Fair, Livestock Shows, Floral Hall exhibits</li> <li>• Assist in maintenance of volunteer files</li> </ul>
	<b>Competencies/Skills:</b> <i>(Example)</i> Broad understanding of each program area and Extension policies and procedures, initiative, service attitude.
	<b>Percent of Time: 15%</b>
	<b>TOTAL %: 100%</b>