

Position Description

Callaway County Extension Council Position Title: Office Support Assistant

Nature of Work

- Provides general/routine administrative and office support that includes a broad range of duties.
- *Focuses on completing work effectively, efficiently and in a timely fashion*
 - *Understands how own work impacts others in the team*
 - *Impacts the efficiency and accuracy of own work and begins to impact the work of others*
 - *Completes work with communication skills*
 - *Provides information to and exchanges information with appropriate and respective parties*
 - *Uses existing procedures to solve routine problems and perform a range/variety of tasks/activities*

Key Responsibilities

- Assist in maintaining a clean, professional office. Greet visitors, answer incoming calls, route calls, take message and respond to general inquiries. Distribution of postal and electronic mail. Provide publications and reference materials for customers. Refer questions to regional specialists as appropriate.
- Open and close office in accordance with established procedures. Maintain an up-to-date county web page and social media platforms. Maintain inventory and as directed by supervisor, order supplies and postage. Maintain classroom schedule.
- Receive incoming samples for lab tests and ensure submitted to university labs. Assist customers with self-directed training for private pesticide applicator licenses. Assist educational activities of affiliated volunteer organizations. Assist with pressure gauge testing services and proctor distance learning tests. Assist with campus-based programs as needed as well as educational activities of affiliated volunteer organizations
- Set job priorities in consultation with supervisor. Assist in training volunteers. Follow best methods for accomplishing tasks and complete all work in a timely manner that promotes a neat, professional image. Maintain paper and electronic files. Maintains information flow and message services with the office and assist in maintaining calendar for specialist.
- Assist in the entering and review account activities in QuickBooks. Follow established fiscal policy and procedures. Prepare invoices and bills for County Council and/or County Program Director. Accept payments for courses and service and write receipts. Make deposits. Assist in process of payroll and corresponding taxes with appropriate tax forms. Assist in completion of year-end close outs and reports.
- Support the County Extension Council with final reports, annual program report. Take Council meeting minutes and other documents as requested. Assist the council with member elections, meeting preparation, meetings, and all filing after council meetings.
- Work as team member in cooperation with regional faculty, staff, volunteers, and other county office support staff.
- Assist in developing and producing instructional materials, correspondence, newsletters, etc. Set up registration, mailing labels, track payments and other duties for programs and classes. Process bulk mailing s and provide for delivery to post office. Assist in preparing documents, proposals, reports, etc. Conduct general clerical, secretarial and office duties as assigned.

Job responsibilities listed herein are a general description of typical job duties, responsibilities, qualifications, and physical demands of the incumbents but should not be considered all-encompassing as actual responsibilities may additionally include other duties as assigned.

Date Created: 10/17/18

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Supervision Received

Works under general supervision of the County Program Director and County Extension Council and within procedures and guidelines

Qualifications

High School Diploma or an equivalent combination of education and experience and at least 3 years of experience from which comparable knowledge and skills can be acquired is necessary. Effective communication skills, customer service relations experience, attention to detail and time management, computer skills with Word, Excel, Access, Outlook. Knowledge of Quickbooks™. Some lifting required, occasional evenings and weekend work with minimal travel (valid driver's license) is required. Continuing education is required as needed to remain current on necessary skills as suggested by CES and preapproved by council.

Knowledge, Skills & Abilities

- Utilizes working knowledge and learned skills to perform various activities for the job
- Possesses knowledge of specific processes and procedures needed to perform assignments within own work area
- Experience in Microsoft Office applications and QuickBooks™

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