

Cedar County MU Extension

Office Support Staff Position Description

General

The office support staff is an employee of the Cedar County University of Missouri Extension Council. The office support staff is responsible for a complex variety of secretarial tasks, accounting work and daily office operations. The secretary will be under the supervision of the Extension and Engagement Specialist (EES) and Extension Council chair.

Principle Areas of Accountability and Responsibility

Effective Communication

- Manage incoming telephone calls with proper telephone etiquette, check voice mail regularly and return calls in a timely manner.
- Check the county email inbox regularly.
- Ensure regular distribution of both postal and electronic mail
- Ensure all correspondence is completed in a timely manner and promotes a clean and professional image
- Provides friendly, cordial and diplomatic assistance to all office visitors
- Maintaining a spirit of cooperation with staff; working as a team to accomplish the objectives of MU Extension.
 - Supports EES, YPA, NPA, Field Specialists and Extension Council in program related tasks as needed.
- Maintains information flow and message service for county and area specialists
- Project a positive image and maintain appropriate dress attire

Support of Overall Office Operation

- Ensures that office is opened and closed in accordance with the established and advertised schedule
 - Deviations from advertised schedule should be approved ahead of time with EES and Extension Council chairperson
 - Secretary should notify the public of office closures through media outlets.
- Develops and maintains an effective and systematic filing system
- Manages soil and hay tests, forage lab tests, plant pathology, private applicator licenses and pressure gauge testing-or relays correspondence promptly to appropriate staff
- Ensures that an adequate inventory of all necessary office supplies is maintained
- Maintains computerized records as required

- Ensure that the overall appearance of the office area promotes a neat, clean and professional image. This includes light cleaning throughout the office.
- Ensure or maintain an up to date county webpage by corresponding with Integrated Marketing Communications.
- Utilize dot digital to complete a monthly digital newsletter.

Support of County and Field Specialists

- Assist each staff member with the development and maintenance of program email lists
- Assist staff in scheduling and receiving appointments when requested
- Assist staff in scheduling and arranging meetings
- Assist with photocopying, stapling, and data entry, including travel if requested
- Assist the YPA, Field Specialists and other staff with duties deemed appropriate by EES and Council
 - May include but not limited to; newsletters, outreach reports, contacting media sources, creating fliers and coordinating venues and catering for programs.
 - 4-H online at the request of Cedar County youth personnel

Support of County Extension Council

- Prepare agenda for each meeting to be approved by EES and council chair then sent to full council via email.
- Assist the council in preparing for elections; submit legal notice and assist with ballot count
- Perform all other duties as assigned by the Council or EES

Financial

- Follow and Utilize the “Best Practice Guide for Financial Management” set forth by MU Extension
- Utilize Quickbooks to pay monthly bills in a timely manner
- Maintains Extension Council’s financial records and files
- Assist with ensuring council performs an annual audit
- Prepare quarterly and yearly tax statements

Accountability

- The office secretary’s first priority should be ensuring the office is open in accordance with the advertised schedule.
- The office secretary supports the program efforts of ALL Extension professional and para-professional staff as well as the objectives of the University of Missouri Extension.
- The regular supervision of the office secretary is provided by the Extension and Engagement Specialist in cooperation with the Extension Council.
- The office secretary should maintain open lines of communication with the EES and Extension Council.
- The office secretary should ensure operation of office equipment (fax machine, copy machines, telephone and computers).

Secretaries/Office Support Staff are employed and paid by the Cedar County MU Extension Council.

- **Probation Period:** According to the Office Policies and Procedures, all council employees will serve a probationary period of 6 months. **See Policies and Procedures for more information*
- **Travel Expenses:** Travel expenses will be paid at the University mileage rate to the Secretary for regional and state meetings and trainings.

Minimum Qualifications:

- Experience using Quick Books accounting software
- Minimum two years overall office/clerical experience preferred.
- Knowledge of Microsoft Office software and other fundamental computer skills.
- Ability to work for multiple staff with minimal supervision.
- Service-oriented mindset that enjoys working with the community.

Physical Requirements:

- Visual/hearing ability sufficient to give and receive written/verbal communications.
- Ability to communicate orally and in writing in a comprehensive manner.
- Ability to efficiently and accurately operate office equipment.
- Ability to bend, lift and carry up to 30 pounds, 15-20 feet.

Hours of work:

8:00 a.m. to 4:30 p.m., Monday – Friday (With a 30 minute lunch break 12:30-1:00 p.m.)

Salary and Benefits:

- Salary commensurate with experience and abilities.
- Annual salary increases depend upon funding from the County Commission and satisfactory job performance reviews.
- Insurance and retirement
- Holidays – Follow the schedule established by the Cedar County Commission.
- Leave Time- Employees receive vacation, sick leave and personal time. **Refer to the policies and procedures manual for details.*

Signature: _____ **Date:** _____