ASSISTANT OFFICE MANAGER

University of Missouri Extension Council

Howell County

Position Summary

The Assistant Office Manager is an employee of the University of Missouri Extension Elected Council of Howell County and provides customer service, clerical support, program assistance, and operational support for University of Missouri Extension Howell County. Working under the direction of the Extension Engagement Specialist, County Extension Council, and in collaboration with the Office Manager, this position assists with daily office operations, client services, educational programming support, communications, and recordkeeping activities that help advance the mission of University of Missouri Extension.

Major Responsibilities

Customer Service and Reception

- Serve as the primary point of contact for office visitors and callers.
- Answer and route telephone calls and respond to routine inquiries.
- Provide publications, educational materials, and information to clientele.
- Process incoming and outgoing mail and deliveries.
- Maintain a welcoming and professional customer service environment.

Program Support

- Assist the Extension Engagement Specialist and Extension staff with educational programs and community engagement activities.
- Process registrations, participant records, and program correspondence.
- Prepare educational materials, packets, handouts, and mailings.
- Assist with workshops, meetings, volunteer activities, and community events.
- Support marketing and promotional efforts for county programs.

Client Services

- Receive and process soil samples, forage tests, plant pathology samples, and related submissions.
- Assist with pressure gauge testing services.
- Maintain service records and documentation.
- Ensure timely and accurate processing of client requests and services.

Administrative Support

- Maintain paper and electronic filing systems.
- Perform data entry and records management duties.
- Assist with inventory management and office supply tracking.
- Update calendars, mailing lists, program records, and office files.
- Provide clerical support to the Office Manager and Extension Engagement Specialist.

Financial and Council Support

- Assist with fee collection, deposits, and supporting financial documentation.
- Help prepare materials for Extension Council meetings and activities.
- Maintain records and files according to established procedures.
- Provide backup support for administrative and bookkeeping functions as assigned.

Supervision Received

Works under the general supervision of the Howell County Extension Council in cooperation with the Extension Engagement Specialist.

Minimum Qualifications

- High school diploma or equivalent.
- Proficiency with Microsoft Office applications.
- Strong customer service, communication, and organizational skills.

Preferred Qualifications

- Experience working with the public.
- Experience with data entry and recordkeeping.
- Familiarity with QuickBooks or basic bookkeeping procedures.
- Experience supporting educational programs, community organizations, or nonprofit operations.
- Ability to work effectively in a team-oriented environment.
