



Sullivan County Extension Office Manager Job Description

This regular, full-time position provides leadership in Sullivan County for the Extension Council as the primary contact with the general public. It is under general supervision of the County Extension Council and direct supervision of the County Engagement Specialist. Competencies include initiative, time management, decision making, communication proficiency, and organizational skills. Experience with QuickBooks preferred.

Job duties include, but are not limited to:

- Customer Service
- Utilize problem-solving skills to maximize both internal and external client satisfaction and team productivity
- Manage the reception area to ensure effective telephone and mail communications and maintain professional image of the office
- Serve as first contact for clients and determine best way to meet client needs
- Create a positive learning environment for clients by determining how best to meet needs utilizing resources available through current literature in house and online; county, regional, and state staff; and community organizations, agencies and businesses

Assistant Bookkeeper

- Manage Accounts Payable, Accounts Receivable, and Payroll functions using QuickBooks
- Coordinate with CES to ensure financial transactions are processed within deadlines
- Research efficient ways to reduce expenditures and increase revenue
- Assure that fiscal policy and procedures are followed throughout organization
- Participate in creation of annual budget and maintain oversight through communication with the CES, Budget Committee, and County Council
- Adheres to financial guidelines and prepares reports where required

Administrative Support

- Coordinate overall administrative activities for the organization with the County Engagement Specialist
- Provide support to the entire team to ensure their ability to achieve their goals
- Organize necessary tools and materials to ensure office efficiencies and success of projects and programs
- Assist with planning and preparation for monthly County Extension Council meetings
- Provide administrative support to Sullivan County 4-H Advisory Board , Youth Program Associate , Youth Specialist and the County Engagement Specialist
- Maintain overview of calendars for all office staff and Extension programming calendar
- Coordinate registration, payment and materials for educational programming
- Assist with program activities as determined by the Extension Staff team and/or the Extension Programming Committee

Marketing

- Maintain effective diverse supply of timely program materials

Reporting

- Be familiar with and have a working knowledge of all program areas – Youth & 4H, Families/ Human Sciences, Agriculture & Natural Resources, and Communities
- Attend staff meetings and submit monthly activity reports to the Sullivan County Extension Council
- Provide reports for program areas and partner agencies

Professional Development

- Participate in Office Professional training and regional staff meetings when offered
- Attend training opportunities to increase proficiencies in programming, bookkeeping, and other administrative duties, including employment related seminars and workshops
- Maintain positive and supportive working relationships with all county and state Extension staff

Qualifications

- High School Diploma or GED
- Computer, organizational and problem-solving skills
- Strong written and oral communication skills
- Team player and people oriented
- Bookkeeping experience
- Excellent customer service skills
- Resident of Sullivan County preferred
- Bi-lingual a plus

Job Skills

- Excellent verbal and written communication skills, including social media
- Computer skills (Word, Excel, Publisher, Outlook, Internet Explorer)
- Problem-solving skills and ability to work on multiple tasks simultaneously
- Self-starter – able to initiate work without direction supervision

Benefits

- Hourly wage, funded by county funds, commensurate with experience and education, will range from \$13/hr—\$15/hr
- On-going in-service training related to job responsibilities
- Reimbursement for work related travel and meals
- 3 personal days after 6 months
- 1 week (5 days) paid time off after 1 year
- Paid courthouse holidays
- Retirement stipend after 1 year if interested
- Health insurance stipend after 1 year with proof of insurance