

**MSU/Blaine County Extension Office**  
**Administrative/4-H Program Assistant Position Description**

**Description of Office**

The MSU/Blaine County Extension Office extends research-based information to the public through educational programming, newsletters, and educational materials. Topics include agriculture, 4-H, community development, family and consumer sciences, and horticulture. This position is a full-time county administrative/4-H program support position responsible for assisting the public by being familiar with current extension programs.

The Administrative Assistant maintains an efficient and attractive office that will assist the Extension Agents to fulfill Extension program responsibilities to the clientele of Blaine County. Extensive contact with the public is required daily both over the phone and in the office. The Extension Office is a publicly-funded entity and, as such, public relations are extremely important. Every interface with the public is determinant of quality and therefore, must be conducted with professionalism. The Administrative Assistant must establish and maintain good rapport with Extension clientele and assist in developing a positive image for the Blaine County Extension Office. Due to the nature of the position, confidentiality of appropriate Extension information must be maintained. Office hours are Monday-Friday, 8:00 a.m. - Noon and 1:00 – 5:00 p.m. with some evening and weekend work required as needed.

**Accountable to:**

The position is a county position, and is supervised by the county commissioners and the Department Heads.

**Specific Responsibilities and Duties**

**1. General Office Management Support**

- a. Opens and sorts incoming mail and distributes to the agents with the exception of confidential mail.
- b. Schedules and arranges appointments and conferences for the agents.
- c. Composes, types and edits a variety of correspondence.
- d. Proofs all letters and reports before sending.
- e. Makes telephone calls for agents to obtain requested information.
- f. Manages telephone calls and routes calls to agents; takes messages as needed.
- g. Manages bulletins and publications, collects applicable publication and applicator fees.
- h. Maintains familiarity with all necessary state, university, county and federal forms, 4-H record forms, and any other miscellaneous material handled by the office for the convenience of the public.
- i. Gathers information and prepares educational bulletins used as handouts for Extension programs and as informative material to interested persons.
- j. Manages Extension mail allocation and delivery of packages to post office.
- k. Prepares and distributes news releases when directed.
- l. Keeps office equipment, computer hardware and software as current as the budget will allow. Provides recommendations for purchase to Extension agents.
- m. Maintain records of cash received for office, 4-H materials and events. Make financial deposits for the office and 4-H accounts. Reconcile balance of MSU Extension External account when statements are received. Routinely secure petty cash. Manage account income, expenses and balances via accounting software.
- n. Manages schedule of meeting room use.

## 2. Files/Record Maintenance

- a. Acts as custodian of departmental documents, records, and resource materials including 4-H enrollment, program, educational activities and award materials.
- b. Establishes and maintains filing systems, control records and indexes, using independent judgment.
- c. Manages business and educational resource material files, and keeps these materials current. Orders new materials as necessary.
- d. Manages lists of all interested persons for club memberships, programs and workshops sponsored by MSU Extension.
- e. Manages all Agriculture, FCS, 4-H and other mailing lists and/or membership lists that are used regularly.
- f. Purges mailing lists yearly to maintain current listings.
- g. Manages 4-H enrollment records and reports to comply with the standards of the computer operation system of the university.
- h. Manages 4-H project materials, ordering, distribution and questions.

## 3. Reports

- a. Under Agent's direction, prepares accomplishment reports and annual affirmative action reports, plan of work reports, annual reports and office contacts.
- b. Monitors county budget for the Extension office and assists with the management of various budget accounts. Reports budget information to agents on a regular basis.

## 4. Public Relations

- a. Greets and interacts with the public and respond tactfully and diplomatically in a friendly, professional manner in person and on the telephone while providing appropriate responses to questions or inquiries.
- b. Directs visitors to agents; takes messages as needed.
- c. Answers incoming calls and directs callers to agents; takes messages as needed. Logs calls daily and files all phone logs at the end of each month.
- d. Prepares and distributes newsletters under agent's direction. Responsible for the layout, copies and preparation for mailing newsletters.
- e. With information provided by the Agents, assists with maintenance of the home page on the internet.
- f. Respond to requests from clients through phone, mail, e-mail and personal contact.
- g. Demonstrate excellent written and verbal communication skills and competence communicating information, procedures, and directions clearly and accurately, in person, by telephone, email and through correspondence.

## 5. Supplies

- a. Manages inventories and office supplies.

- b. Manages the inventory of educational materials from the university and return of materials at designated times.
- c. Orders educational bulletins, brochures and commercial materials and keeps an up-to-date, adequate supply on hand. Keeps bulletin racks filled and current.

#### 6. Expenditures

- a. Completes and routes claims to both the County and State.
- b. Manages budget computations and maintains accurate records of office expenditures.

#### 7. General Administrative Duties

- a. Manages the reproduction of newsletters, bulk mailings and program pamphlets. Develops layout for pamphlets and flyers for special meetings.
- b. Maintains a record of loaned Extension equipment, reference books, videos, hay probes and pesticide applicator tests.
- c. Assists with the development of the office budget.
- d. Maintains a calendar of events to include agent's schedules as well as scheduling the Triple E Meeting room.
- e. Will perform any other administrative duties that are deemed necessary to the County. Including assisting other departments at their locations within the county.

#### 8. Training and Professional Education

- a. Participates in training and professional improvement opportunities as topics, interest, time, and county budget allow. Some examples include Extension-sponsored computer and office management training sessions, personal development seminars, 4-H training seminars, on-campus sessions for county Extension support staff.

#### 9. 4-H Program and Fair Duties

- a. Maintain Blaine County 4-H member and leader enrollment program.
- b. Develop monthly 4-H newsletters and yearly fair premium book.
- c. Maintain good working relationships with other groups within the community.
- d. Maintain and recruit 4-H leaders, develop leader trainings by providing new ideas and hands-on activities.
- e. Assist agents to develop programs and present them at each club when needed.
- f. Provide opportunities for older teens to present workshops.
- g. Responsible for recruiting fair judges for 4-H Classes
- h. Participate in professional development opportunities and statewide 4-H activities and recruit others to participate in the events as well.
- i. Facilitate grant opportunities for additional funding to develop new programs.
- j. Maintain and manage programs for the Blaine County 4-H Council. Schedule and attend meetings, facilitate activities with committees and develop other committees as needed.
- k. Take part in community events as a 4-H representative.

- l. Fill book orders if needed and maintain accounting of club book orders.
- m. Maintain all club treasurer and secretary records.
- n. Responsible for daily correspondence, daily routine and questions as it relates to 4-H.
- o. Perform other tasks as directed by the County Extension Agents.
- p. Annually update 4-H Department of Fair Premium Book annually.
- q. Be familiar with or have the ability to learn how to proficiently use 4-H Online and FairEntry enrollment programs

## 10. Qualifications

### 1. Education and Experience

- a. High School education or GED equivalent required.
- b. Post secondary education or training in office management, public relations, accounting or record-keeping preferred.
- c. Computer knowledge associated with storing, retrieving and backing up data is required, including ability to send, retrieve and store e-mail, access the Internet and manage webpages.
- d. Proficiency in using a variety of software packages, such as word-processing and spreadsheet software

### 2. Knowledge, Skills and Abilities

- a. Proficiency in composing, formatting, and proofing business correspondence, such as letters, brochures and reports, with a high degree of accuracy.
- b. The ability to establish and maintain cooperative, productive, and professional working relationships with a variety of individuals, both internal and external to the organization.
- c. Possesses excellent verbal and written communication skills, including the ability to explain and communicate detailed information to a variety of individuals.
- d. Possesses skill organizing and prioritizing multiple work assignments, meeting deadlines, and adapting to changing priorities while maintaining a positive, effective and professional approach.
- e. Possesses skill exercising good judgment, self-motivation, and working effectively both independently and in a team-oriented manner with minimal supervision.
- f. Ability to analyze problems and take appropriate action under stress or as required by the position.
- g. Ability to be a self-starter, motivated, flexible, organized, dependable and a team player.
- h. Ability to use computer, printer, scanner, photo copier, fax machine, ten-key calculator and telephone.

### Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this position the employee is constantly required to talk, hear, use hands to finger, handle or feel items, read, and keyboard. The employee is frequently required to stand, walk, sit, reach with hands and arms, and write. Occasionally the employee must climb or balance, stoop, kneel, crouch or crawl, and walk up and/or down stairs. The employee may be required to drive a vehicle.
2. The employee is frequently required to lift and/or move up to 30 pounds.
3. Specific vision abilities required by this job include close vision and color vision.

### Work Environment

The work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job the employee constantly works indoors, works with others, and works around others. Occasionally the employee leaves the building and works outdoors.
2. The noise level in the work environment is usually moderate.

### Mental/Motor Demands

The mental/motor demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job, the employee frequently works with time deadlines and exercises flexibility (ability to switch from one task to another). Guidance and reinforcement is available constantly. The employee is constantly involved in social interactions where effective verbal and written communications are required.
2. Judgment is constantly used/required on the job. Memory, mathematics, reasoning, and problem-solving are frequently used/required on the job.

### Examples of Performance Criteria and Expectations:

- Accuracy; precision; neatness; completeness; completes tasks in allowed time frame.
- Organization; care of equipment; safety; punctuality; appearance; dependability; absenteeism.
- Ability to get along with others; effectiveness in dealing with the public; other employees; positive attitude; cooperation as a team member; controls temper.
- Comprehension and application of procedures applicable to the position. Follows instructions from supervisors and clients.
- Possession of knowledge; abilities and skills required by the job; highly motivated self-starter; teachable and trainable.
- Ability to analyze problems and take appropriate action under stress or as required by the position.