

# FCS Agent MJRs

Rev. 2024

## Major Job Responsibilities

### Educational Programming – 50%

Develop, implement, and evaluate a plan of work based on locally identified needs (identify priority issues and local partners in the community), which will lead to improved quality of living for families and individuals. Provide dynamic, high-quality, evidence-based programming to improve the lives of Kentuckians across their lifespan by improving physical and mental health, supporting individual and family development, enhancing life skills, building consumer awareness and supporting workforce development. Educational programming should align with the FCS programmatic indicators and state-supported curriculum. Use proven, research-based teaching methods to implement educational programs which strengthen families and individuals. Use Instruction techniques verified through research; collaborate with other agents and specialists to plan, execute, and evaluate educational programs at the county, area, region and state levels. Develop and implement leadership programs such as Kentucky Extension Homemakers, resulting in the development of personal and organizational leadership skills. Develop new or adapted programming to accommodate underserved audiences within the community. Plan, promote and work on state mandated programs and projects (i.e., 4-H camp, SNAP-ed, etc.). Support the dissemination of useful and practical information on subjects relating to Agriculture and Natural Resources, Horticulture, 4-H Youth Development, Community Arts and Rural Development and divide time between these subject areas in a manner determined by supervisor. Maintain a system to provide clientele information on a timely basis. Use new technology to speed response time for clientele requests and provide recommendations. Provide latest research-based information in a customer friendly manner. Serve all clientele ensuring that all youth and adults have an equal opportunity to participate in Extension programs regardless of race, color, ethnic origin, national origin, creed, religion, political belief, sex, sexual orientation, gender identity, gender expression, pregnancy, marital status, genetic information, age, veteran status, or physical or mental disability. Other duties as assigned.

**Competencies/skills:** Planning and organizing; ability to travel to sites outside the office; written and oral communication skills; teaching and presentation skills; utilizing/translating research-based information to guide programmatic efforts in implementing and evaluating programming for general audiences.

### Advisory Councils/Leadership – 15%

Determine appropriate volunteer positions. Recruit, develop and utilize members of FCS advisory Council to help identify local issues, conduct and evaluate educational programs, secure resources for Extension programs and communicate curriculum needs to the University. Provide leadership to Extension Homemakers program and provide opportunities for members to learn, develop and practice leadership skills. Recruit, develop and utilize members of program area councils and committees. Provide citizens with the opportunities to learn and practice leadership skills. Determine

appropriate volunteer positions and identify, enlist and train volunteer leaders to help carry out program responsibilities. Ensure that all Client Protection guidelines are implemented within the FCS program area. Ensure that FCS leadership is representative of the diversity of the county population. Demonstrate professionalism and personal leadership skills. Other duties as assigned.

**Competencies/skills:** Recruitment and marketing skills; confidentiality; attention to detail; ability to work with and value a wide range of personalities.

### Public Accountability and Public Relations – 15%

Demonstrates open and efficient communication among agents, support staff and Extension clientele. Provides latest research based information in a customer friendly manner to clientele. Network and build relationships among diverse groups and individuals to market and support for Extension. Use new technology to communicate with clientele and University officials. Contributes to the information base used to document accomplishments of the Cooperative Extension Service to key decision makers and Federal partners. Conduct program evaluations to demonstrate the extent to which programmatic efforts achieved expected short-term outcomes (e.g., knowledge, aspirations, skills, and attitudes), intermediate outcomes (e.g., behavior change and adoption of new practices) and/or long-term outcomes (e.g., improvements in individual and community social, economic, and/or environmental conditions). Submit statistical contacts, program indicators, and success stories to report program reach and impact. Utilize evaluation results and/or success stories to document and publicize accomplishment. Share program outcomes with community and elected officials to help them understand the value of Extension. Complete reporting for state-mandated programs (i.e., SNAP-ed, etc.). Other duties as assigned.

**Competencies/skills:** Written and oral communication skills; dependability; courteous and responsive to the public; social media skills.

### Facilitation/Collaboration/Teamwork – 10%

Collaborates with groups which will lead to new audiences seeking opportunities to participate in Extension programs. Serve as a group facilitator to convene or intervene with groups that need a neutral facilitator to help the group identify, solve problems and/or make decisions. Partner with other groups/agencies in the county such as family resource centers, health departments or other family serving agencies in the county to provide programs. Build collaborations with other agencies and organizations to solve community problems and multiply effectiveness. Serve as a source of expertise in the community for family and consumer sciences subject matter areas. Exhibit and promote teamwork at county, area, region, and state levels, acting as mentor and contributing to the professional development of all agents. Support the overall-office operation by having input on support staff evaluations, budget, county extension council as well as the other office-wide responsibilities and serving as a lead person in operational areas as needed. Recruit audiences for and collaborate with partners in program areas and other community, professional or industry groups. Other duties as assigned.

**Competencies/Skills:** Initiative; leadership abilities; ability to easily meet people and form relationships; open and honest communication skills; team player.

## Supervision – 5%

Monitors schedules and work completion. Reviews and updates all staff job analysis questionnaires. Conducts reviews to document and discuss staff progress in achieving performance standards. Allows and encourages staff to attend trainings that will enhance their development. Supports the implementation of new skills on the job and follows up to ensure implementation. Other duties as assigned.

**Competencies/skills:** Communication skills; coaching; supervisory skills.

## Professional Standards, Customer Service and Organizational Improvement – 5%

Consistently live out the commitment to the Martin-Gatton College of Agriculture, Food and Environment tenets of excellence, competence, respect, flexibility, communication, and learning. Model and promote excellent customer service to all internal and external constituents. Expand professional knowledge through training, classes, and seminars. In accordance with the University's four pillars of employee well-being: belonging and engagement, health and wellness, career success, and financial stability, it is strongly recommended that some portion of the professional development is related to well-being. Other duties as assigned.

**Competencies/skills:** Leadership management skills.