

Job Description for Extension Staff Assistant

Office Management - 25%

- Assist with Extension District Board, Budget Management Preparation, and distribute daily correspondence. Assist in set up, take down, and cleanup before and after meetings. Prepare meeting sign-in sheets and door signs. Assist agents with meals and location arrangements for meetings. Assist agents by typing, filing, making phone calls as assigned. Assist with handling monies according to UK money handling procedures. Assist with picking up mail from mailbox and distribute appropriately. Coordinate ordering of office supplies and inventory as needed.

Customer Service - 15%

- Greet clientele if other staff assistant is unavailable. Answer phones, take and relay messages in rotation with other staff assistants. Answer questions about upcoming events and activities for program areas and schedule meeting rooms for agents for events or meetings. Sign up clientele for programs or activities and collect fees as needed. Provide informational materials or copies as requested for program areas. Be aware of agent's daily work schedules and provide to clientele and staff. Complete all tasks with a professional and friendly demeanor.

Record Keeping and Newsletters - 25%

- Work with budget contact Agent to complete county, state, federal budget reports. Maintain computer records for Extension budget. Organize bills for District Board treasurer. Type and mail District Board treasurer's report. Assist staff with travel expense reports, prepare, and send to Area Director. Assist staff with travel expense reports and prepare and send to Area Director. Handle money, receipts, and deposits according to UK money handling procedures. Perform bookkeeping, accounts management and reconciliation as directed. Process background checks on adult volunteers. Develop and use a reminder system for marketing programs and sending news releases and news articles as directed by Agents. Use client database to send reminder cards and / or emails to clients regarding upcoming programs and meetings and other mailings and messages as needed. Copy, assemble, distribute and electronically manage newsletters for all agents. Create, update, and maintain online databases and social media accounts.

Record Keeping - 15%

- Prepare monthly Extension reports as needed. Maintain a record of program lessons, contacts, and other information. Keep records up-to-date including electronic databases like 4-H online. Assist with processing volunteer applications according to client protection guidelines. Maintain and update distribution lists. On time reporting of personal paperwork (hours, program reports, leave sheets and monthly reports). Maintain budget and related information for other groups as directed by agents.

Professionalism - 5%

- Attend in-service trainings as needed. Participate in UK/CES support staff professional organization as directed by agents. Assist with general office duties as needed. Maintain a clean and organized work area. Dress appropriately for work according to the guidelines established in the “A Guide to Attire for Extension Employees” document. Exhibit an enthusiastic and positive attitude toward job responsibilities and clientele. Reliable and honor commitments to the job. Keep non-work related activities to a minimum. Punctual in reporting to work and maintaining regular work hours. Completed assignments are professional in appearance. Maintains a positive, open working relationship with all Extension Office staff. Establish a positive rapport with clients including, but not limited to, teachers, community partners, and volunteers.

Professional Standards, Customer Service and Organizational Improvement - 5%

- Consistently live out the commitment to the 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.