

POSITION DESCRIPTION

Position Title: Extension Receptionist/Secretary

SUMMARY:

Performs a variety of clerical duties requiring an awareness of virtually every program or service offered by the University of Florida IFAS/Wakulla County Extension Service. Work involves opening and closing the office; screening and independently handling a variety of routine inquiries by telephone and in person; providing secretarial/program support to the 4-H, Family & Consumer Sciences Agents, County Extension Director and Master Gardener Volunteers. Performs various routine day-to-day operational tasks of the office. Works closely with and under general supervision of the Extension Office Manager.

DUTIES AND RESPONSIBILITIES:

- 1.) Opens the office at 8:00 A.M. and closes the office at 5:00 P.M.
- 2.) Acts as office receptionist, answers telephone, takes messages and routes messages. Routinely checks fax/printer/copier and routes correspondence appropriately. Greets, announces and routes visitors to appropriate agents and/or other staff members.
- 3.) Provides secretarial/program support to the 4-H, Family & Consumer Sciences Agents, County Extension Director, and Master Gardener volunteers. Tasks include copying different jobs, folding and sending out the 4-H and FCS newsletters, and entering 4-H club members in the Blue Ribbon Program. Typing correspondence, articles, and other assigned duties.
- 4.) Processes outgoing/incoming mail and distributes to agents and staff. Must have a working knowledge of mailing procedures.
- 5.) Ensures all current brochures and pamphlets are organized and available. Removes all outdated brochures and pamphlets.
- 6.) Keeps supply and resource room organized- notes any low supplies.
- 7.) Performs related work as required including light cleaning of facility.
- 8.) Ensures all doors are locked, copy machine and lights turned off before leaving the facilities at 5:00 P.M.

KNOWLEDGE, SKILLS AND ABILITIES:

- General knowledge of programs offered by the University of Florida IFAS/Wakulla County Extension Service.
- General knowledge of modern office practices and procedures.
- General knowledge of arithmetic, spelling, grammar and punctuation.
- Skill in the use of common office machines, including popular computer processors.
- Ability to screen communications and, based on content, handle independently or route to proper source.
- Ability to be a self-starter and work independently to handle requests for information from a variety of sources.
- Ability to be a team player and work with all programs offered through University of Florida IFAS/Wakulla County Extension Service.
- Ability to understand and follow simple oral and written instructions.
- Ability to communicate effectively orally and in writing.
- Ability to exercise tact and courtesy in frequent contact with clientele.
- Ability to establish and maintain effective working relationships as necessitated by work assignments.

EDUCATION, TRAINING, EXPERIENCE:

- Graduation from high school and 3 to 5 years of experience in secretarial and clerical work; or any equivalent combination of training and experience which provides the required knowledge, skills, and abilities.
- Must be able to operate a variety of machinery and equipment including computers, typewriters, copiers, printers, calculators, etc. Must be able to type 45 correct words per minute with a maximum of 5 errors. Must be able to use Microsoft Word, and Frontpage. Must be able to learn other software applications as needed.
- Must pass physical examinations, background checks, and drug tests as required by Wakulla County.