

UTAH COUNTY JOB DESCRIPTION

CLASS TITLE: OFFICE SPECIALIST I/II/III - EXTENSION
CLASS CODE: I - 6965 II - 6966 III - 6967

FLSA STATUS: NON-EXEMPT

SUPERVISORY STATUS: I - NONE II - NONE III - LEAD

EFFECTIVE DATE: 12/09/2015 (REVISES 1/17/2013 VERSION)
DEPARTMENT: EXTENSION

JOB SUMMARY

Performs a variety of clerical and office support duties as needed to expedite day-to-day operations and services of Utah State University Extension.

CLASS CHARACTERISTICS

Office Specialist I - Extension: works under close to general supervision in performing duties at the entry or training level or in performing routine tasks that are less complex or detailed than those performed at the full performance level.

Office Specialist II - Extension: this full performance level works under general supervision in performing duties of considerable difficulty that involve some independent judgement.

Office Specialist III - Extension: works under general supervision in performing the most complex duties within the assigned function. This advanced level requires considerable knowledge of the policies, procedures, and laws affecting the work. Incumbents at this level are capable of training and leading others.

GENERAL ESSENTIAL DUTIES

Performs as office receptionist and provides initial patron assistance; greets the public by phone or in person and apprises of various services and program, performs a variety of support functions such as proctoring tests and scheduling fair judges and volunteers.

Prepares a variety of reports, correspondence, and meeting minutes; creates forms and documents as requested; establishes and maintains various files and records.

Receives over-the-counter payments for services, materials, class enrollment fees and issues receipts.

Assists with various aspects of utilizing an interactive WEB site such as responding to e-mails and adding bulletins or updating information.

Creates newsletters, drafts and/or edits articles, creates power point presentations, and prepares initial draft of press releases for newspaper or radio as assigned.

Orders, files, and distributes departmental literature and information.

Researches answers using Extension resources for basic consumer questions on various topics including food preparation, food storage, canning, nutrition and gardening and answers questions on said topics for consumers.

ADDITIONAL ESSENTIAL DUTIES SPECIFIC TO ASSIGNED FUNCTION

Incumbents may be assigned duties from either or both of the following functions:

Extension

Informs patrons of program specifics related to diagnostic services associated with lawn, garden, fruit trees and soil samples as well as counseling, financial management, canning, freezing, food drying, etc.

Assists with maintaining the office library; organizes and inventories publication materials; marks items with purchase price for retail selling; displays seasonal materials and bulletins.

Schedules patrons for participation in the Master Gardner Program; schedules program volunteers and horticulture home visits; takes pictures and maintains program diagnostic camera log.

Performs a variety of support functions such as proctoring tests, scheduling fair judges, scheduling field demonstrations and assisting in the hiring process for the Food Sense Education Nutrition Program.

4-H

Answers questions regarding a variety of 4H programs; receives and processes enrollments and program applications; schedules leader meetings; presents materials and orients volunteers in available resources.

Assists in producing 4-H section of County Fair book and with administrative functions associated with organizing the annual livestock show; coordinates preparations for achievement or award nights.

Enters and retrieves data relating to mailing lists, labels, and 4-H reporting data; accesses daily status reports of commodities and extension news; generates regular reports showing member and leader activity and progress; monitors member recognition and award eligibility.

Maintains Leader Library which includes such items as club sets or equipment, various technology, curriculum kits, etc.; checks out materials and equipment and ensures timely return.

KNOWLEDGE, SKILLS, AND ABILITIES

Office Specialist I - Extension:

Working Knowledge of: standard office practices; proper grammar, spelling, and punctuation.

Skill in: reading, writing, and basic math; operating standard office equipment; word processing, data entry, and basic spreadsheets.

Ability to: maintain cooperative working relationships with those contacted during the course of work activities; communicate effectively verbally and in writing; understand and follow clear work instructions; distill relevant and useful elements from vast amounts of information; multi-task.

Office Specialist II - Extension (In addition to the knowledge, skills, and abilities described above):

Skill in: using various software programs unique to Utah County and/or USU Extension.

Ability to: understand broad objectives and follow general instructions.

Office Specialist III - Extension (In addition to the knowledge, skills, and abilities described above):

Considerable Knowledge of: USU Extension policies and procedures and laws, codes, and regulations relevant to work performed.

Skill in: basic bookkeeping.

Ability to: train and lead others.

PHYSICAL DEMANDS

Regularly: sits at a desk; walks, stands, or stoops, uses tools or equipment requiring a high degree of dexterity; works for sustained periods of time maintaining concentrated attention to detail.

Occasionally: lifts or otherwise moves objects weighing up to 30 pounds.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

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WORKING CONDITIONS

Work is typically performed in an office or other environmentally controlled room, but may occasionally be performed at various events such as the County Fair and Farm Field Day, etc.

EDUCATION AND EXPERIENCE

Office Specialist I - Extension: high school diploma or equivalent and one (1) year of general clerical support work experience. Equivalent combinations of education and experience may also be considered. Selected applicants must pass a typing test at or above the rate of 40 WPM net.

Office Specialist II - Extension: high school diploma or equivalent and three (3) years of general clerical support work experience. Equivalent combinations of education and experience may also be considered. Selected applicants must pass a typing test at or above the rate of 40 WPM net.

Office Specialist III - Extension: high school diploma or equivalent and five (5) years of general clerical support work experience of which two (2) years are directly related to the duties described above. Equivalent combinations of education and experience may also be considered. Selected applicants must pass a typing test at or above the rate of 40 WPM net.

Selected applicants may be subject to a background check.

This description lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.