

**Texas A&M AgriLife Extension Service
Swisher County
Job Description**

I. Title: Secretary, County Extension Office

II. Nature and Scope

The secretary of the county Extension office works under the direct supervision of the county Extension agent(s) to whom the secretary is assigned. The county Extension office is a business office. It is the responsibility of the secretary and other clerical staff to maintain a business atmosphere and create a feeling of goodwill on the part of the caller to the office through courteous treatment and efficient service.

III. Major Duties and Responsibilities

A. Receptionists - Public Relations

Opens office on time and remains on duty throughout office hours. Sees that office is neat and orderly in appearance.

Directs visitors to the appropriate agent or informational source. Must learn the interrelationship of the Texas A&M AgriLife Extension Service with other federal and State agencies, local associations and organizations to be able to properly direct office callers wanting information available from agencies, associations, or organizations.

Gives prompt courteous answers to questions of office callers. If agents are out, supplies information when possible and keeps record of callers and information requested for agents' use if follow-up is necessary. Must be especially careful to be of assistance in a friendly but businesslike manner to all callers regardless of their occupation or status. Keeps foremost in mind the matter of creating goodwill toward the Texas A&M AgriLife Extension Service, Swisher County, Texas A&M University System and United States Department of Agriculture, as a whole, in the handling of all office matters.

Is neat and well groomed in order to create a favorable impression on clientele.

B. Incoming and Outgoing Mail

Opens and reads all incoming official mail unless marked "personal" or "confidential," sorts and distributes mail to agents, assembles information needed to answer letters and attaches any pertinent previous correspondence.

Keeps all records of county expenditures and makes out required county offset vouchers on forms provided.

Calls agents' attention to urgent requests or other communication requiring prompt attention. Makes notation on her calendar and the calendars of agents of meetings, conferences, and deadlines for reports requested which may be part of information received in mail.

C. Telephone

Answers telephone, properly identifies office, speaks clearly and distinctly. Handles routine inquiries on own initiative. Refers other calls to appropriate agent. Keeps a record of calls received in absence of agents and delivers all messages promptly. Knows the whereabouts of the agent and expected time of return to office as well as where agent can be reached if necessary.

D. Letters, Memoranda, Reports, and Other Materials

Uses approved correspondence style, prepares correct number of copies, proofreads, and properly arranges all copies for signature. Sets up priority for jobs if possible. Other wise, checks with agents regarding priorities. Uses own initiative in the absence of instruction.

Uses initiative in seeing that request for information are handled as promptly as possible. Composes and types routine letters for agents' signature.

Types expense vouchers, news releases, speeches, radio and television scripts, and special reports as requested.

E. Office Records and Files

Keeps records of itineraries, appointments, and places of meetings and tours. Maintains a calendar of State and County events including dates of visits from Extension headquarters personnel, dates of state and district Extension conferences, meetings to be attended by agents, and the schedule of 4-H meetings and farm organization meetings.

Codes material and files regularly according to the Uniform Filing System of the Texas A&M AgriLife Extension Service. Maintains files in neat and systematic fashion so desired information can be located promptly by agents as well as the secretary. Keeps the files current by regularly updating according to instructions in Uniform Filing Guide and with the concurrence of the agents.

Keeps papers filed or neatly arranged on desks and tables if held for reference.

F. Reports and Expense Accounts

Assembles and compiles data for special reports. Assists agents in submitting reports to State Office on time.

Keeps all records of county expenditures and makes out required county offset vouchers on forms provided.

G. Mailing List

Maintains the official mailing lists desired by the various agents. Determines that addresses are complete and correct and that they are revised annually in accordance with requirements of the Post Office.

Maintains up-to-date personnel list of all Extension , State and County office professional staff members and lists of Texas A&M University staff. Also maintains list of agencies, associations, organizations and commercial firms as required by the county office.

H. Supplies and Publications

Keeps accurate inventory of equipment and supplies. Consults with agents on future needs and orders supplies in advance.

Keeps informed on the availability of the various Extension publications and policies in connection with distribution of publications in order to maintain an adequate supply. Displays publications in an orderly, attractive manner in the office.

I. Office Machines

Is thoroughly familiar with and operates all office machines –computers, copy machine, fax machine, etc.

J. Regulations and Policies

Studies various regulations and policies that apply to the conduct of the county office.

Attends regular office staff conferences in order to be informed of all phases of the Extension program.

Has a personal interest in the success of the Texas A&M AgriLife Extension Service program in the county and willingly accepts responsibility for working with all Extension agents to insure the success of the program.

Keeps informed on the Equal Employment Opportunity Program of the Texas

AgriLife Extension Service.

Participates in an annual performance review interview with the person(s) with immediate supervisory responsibilities.

Trains and assists other officer workers, when employed, and keeps them informed on policies, duties, regulations, office procedures, and routines. Assists with other office details as delegated by the county Extension coordinator. Works with other clerical employees so that the work load of the office is fairly divided.

K. Special Programs

Assists with additional work when necessary due to fairs, stock shows, 4-H activities and events, special meetings, tours, rallies, etc.

IV. Requirements of Work

Graduation from a standard senior high school or the equivalent plus considerable (three [3] or more years) general office/secretarial work experience as an administrative or executive assistant which involved the routine use of a personal computer with word processing software, internet, general clerical and typing work, or any equivalent combination of experience and training which provides knowledge, abilities and skill as follows:

- A. Considerable knowledge of business office practices, grammar, spelling, punctuation, composition, and arithmetic.**
- B. Considerable knowledge of computer technology, including but not limited to MS Word, Excel, Outlook, Word Perfect, Internet, Social Media and other software.**
- C. Considerable knowledge of the required format, style, and standards for correspondence, reports, forms, and memoranda.**
- D. Skill in oral and written communication.**
- E. Skill in operating standard office machines and equipment, including a personal computer with word processing software.**
- F. Skill in composing clear, concise business correspondence and proofreading documents.**

- G. Ability to organize own work, work independently, prioritize tasks effectively, and maintain confidentiality of material encountered in work activities.
- H. Ability to learn and/or understand Department organization, personnel, rules, regulations, policies, and procedures in a timely manner.
- I. Ability to type accurately at moderate speed
- J. Ability to establish and maintain effective working relationships with superiors and associates. Effectively convey information to the general public and special groups.
- K. Knowledge of proper telephone procedures.
- L. Self-motivated: initiative to work and complete tasks and job requirements without the direct supervision of county Extension agent(s).
- M. Willing to work extra hours to complete assignments and meet deadlines.

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