Twin Creeks Office Professional Job Information
Full-Time

Full-time
40 hours; any overtime will be taken as compensatory leave at 1.5 times hours worked

Part-Time
20-40 hours; any overtime (over 40 hours per week) will be taken as compensatory leave at 1.5 times hours worked

Hours
Monday – Friday, 8 a.m. – 5 p.m., 1 hour lunch

Probationary Period
All full-time new employees shall be hired for a probationary period of six (6) months. At the end of the probationary period, the Twin Creeks Executive Board shall evaluate the new employee and determine if the new employee shall be retained. Thereafter, the employee shall be evaluated at any time or at least on a yearly basis. No raise may be given without approval of the Executive Board.

Leave
8 hours sick leave will accrue per month beginning at start of employment
8 hours vacation leave will accrue per month beginning after 6 months of employment
Holiday paid leave will match county where office is housed

Benefits
Kansas Public Employees Retirement System (KPERS) Retirement Policy
$200 health stipend per month
Twin Creeks Office Professional Job Description

I. Title: Twin Creeks Extension District Office Professional

II. Nature and Purpose:

The Twin Creeks Extension District Office Professional is a very important contact that the public has with the KSU Cooperative Extension Service. Office Professionals should reflect the agents’ attitudes, interests and standards. The Office Professional must greet the public via the telephone and in person in a friendly, courteous, and professional manner. Manage and maintain the District Extension Office with regards to typing, filing, presenting a professional image at all times. They will assist the District Extension Agents in preparing and distributing all necessary materials, information, and correspondence for a well balanced educational program. Office Professional employees are a part of the professional team in which they are encouraged to take interest in Extension work and in managing an effective, efficient and neat office. The Office Professional will report directly to the agents. The position of Office Professional is NOT a Decatur County/Graham County/Norton County/Sheridan County position. The position of Office Professional is employed by the Twin Creeks Extension District #9.

III. Major Duties and Responsibilities:

(Additional duties may be added by the agent and Executive Board Members)

A. Responsible for opening the Extension Office by 8:00 a.m. and closing it at 12:00 p.m. and 5:00 p.m.

B. Attend the office constantly and make arrangements for break time with the agents.

C. Greet office visitors in a helpful and pleasant manner ask them their business then refer them to the proper agent or take a message. Screens telephone calls and visitors, handles recurring but not necessarily routine manners and refers through the proper channels those which cannot be handled; assists visitors in filling out forms and applications; provides information on departmental services and functions.

D. Answering the telephone with proper etiquette, and greeting the public in a friendly, courteous, and professional manner. Provides detailed responses to information requests about programs and activities.

E. Open, sort, and stamp with date received all incoming mail. Scan and note due dates for responses. Scanning the mail is an important means of staying familiar with district extension programs. Mail marked “personal” should not be opened. Prepare and take all outgoing mail to Post Office.

F. The Office Professional should be aware of the agents’ schedules and maintain an office schedule.

G. In the absence of the agents, the office professional may hand out educational bulletin to answer a specific question, if the bulletin is very specific about the recommendation or solution to the problem. If it does not clearly answer the question, the matter shall be referred to the proper agent. This is to protect the office professional and the board from possible liability issues.
H. Maintain a desk log of requests, call backs and other daily office activities.

I. Prepare all Extension District Executive Board materials. To include but not limited to: monthly financial statements, checks, quarterly withholding reports, deposits, receipts, mailing of all bills in a timely manner, typing monthly and annual board meeting notices and monthly board meeting minutes.

J. Files should be maintained according to the Kansas Extension Service Uniform Filing System. Files should be maintained in an acceptable manner.

K. Performs a variety of office administrative tasks in relieving the county agents of administrative details; organizes, establishes and maintains files; plans and maintains an adequate supply of office materials.

L. Office Professionals should assist or prepare as needed, with all office correspondence, newsletters, crop reports, special 4-H and FCE records, and other correspondence. Gather materials for special reports, forms and summaries at the request of agents, frequently checking against a variety of records in order to secure complete and accurate information.

M. Assist with fair, activities and other events as needed; including preparation for such events.

N. Organize and maintains publication display area in a neat, orderly, and professional appearing manner. Process new publications within two weeks of their arrival and display them in the appropriate area. On a monthly basis inventory publication racks and order publications that are low.

O. When using the computer, typewriter, or photocopier in addressing and mailing office correspondence accuracy, neatness and balance are more important than speed and give the reader the impression of professionally prepared correspondence.

P. Maintain a current inventory of all supplies, bulletins, and other educational materials. The office professional is responsible for ordering all office supplies. Any unusual supplies should be cleared with the director before ordering. They also will be responsible for the general maintenance of office equipment and shall call the repairman whenever necessary.

Q. Checking out and checking in of all Extension District Equipment. Responsible for follow up on returned items if necessary.

R. Attends meetings and conferences (as requested by the agents) and take minutes, composes drafts of proceedings; prepares agenda in accordance with established practices and compiles materials in preparation thereof; conducts follow-up actions.

S. Arrive at the office dressed and groomed neatly and properly attired for the job they are to perform and the clientele they will meet and work with that day.

T. Maintain a cordial, professional and supportive relationship with the agents.

U. Office equipment will not be used by non-office personnel without the approval of one of the agents.

V. Performs liaison and public relation assignments dealing with other agencies and the public.

W. Information that is discussed in the District Extension Office and confidential information learned from the office must not leave the office and be made public.
X. The Office Professional will be required to adapt to an ever-changing work environment.

Y. Require knowledge, abilities and skill:
   - Knowledge of business English including grammar, spelling and punctuation.
   - Knowledge of modern office equipment, practices and procedures.
   - Knowledge of departmental rules, procedures and functions.
   - Knowledge of basic accounting and booking methods.
   - Ability to type accurately.
   - Ability to set up and type copy in a variety of formats (such as narratives, manuscripts, business correspondence, statistical tables, etc.)
   - Ability to use word processing software to create documents such as: letterhead, newsletters, advertisements, flyers, graphics, etc.
   - Ability to proof and edit rough copy for grammar, spelling, syntax and style.
   - Ability to communicate in a concise and effective manner, both orally and in writing.