

## **Office Professional-K-State Research and Extension-Southwind Extension District Erie Office**

**Our Mission:** The mission of K-State Research and Extension and the Southwind Extension District is to provide research based information that improves the lives and livelihoods of Southwind District residents. Extension educators provide public programs and consultation related to Water, Health, Global Food Systems, Community Vitality and Developing Tomorrow's Leaders.

**Purpose:** The District Office Professional is the first point of contact for any customers visiting or contacting our offices. The District Office Professional is expected to deliver excellent customer service to all Extension Program users. Under general supervision, this position provides administrative support to the staff housed in the Erie office while greeting and communicating with the public, face to face, via the phone or by other electronic communication methods. The District Office Professional reports to the District Extension Agents and to the District Extension Director. This position is responsible for performing a wide variety of clerical duties and performs other duties as assigned and will work with and support their fellow office professionals in the District as needed.

**Responsibilities:** Customer Service - 50%

- \*Arrive at work at the appropriate time and see that the office is open during regular work hours of 8:00 a.m. to 4:30 p.m. daily.
- \*Represent the Erie office of the Southwind Extension District in a professional manner.
- \*Be familiar with the schedules of the local District Extension Agents in order to professionally respond to phone calls and office visits.
- \*Work as a team member with other staff members in the local office and with the entire Southwind Extension District.
- \*Greet the public, answering telephone calls using a multi-line/multi office telephone system and transfer calls to the appropriate District staff member. If the appropriate person is not available you should be able to take a message or ask the customer to leave a voice message.
- \*Respond to general emails as needed.
- \*Assist/instruct customers with various needs including soil tests, radon tests, feed samples and other related subject matter services provided by the office.
- \*Assist/instruct customers to complete appropriate paperwork to check out equipment.
- \*Answer questions regarding any information related to extension programs and events held locally.
- \*Market the Southwind Extension District extension programs to interested parties.
- \*This work is primarily sedentary and will be performed at a desk or in the office environment and this job may require some repetitive movement of the arms and hands with some moderate physical exertion such as carrying supplies and other items associated with educational events.
- \*Employee is responsible for the observance of district policies and procedures.

**Responsibilities:** Clerical - 25%

- \*Create and proof read documents such as newsletters, fliers, brochures, letters, registration forms, meeting agendas and other documents as requested.

- \*Open and sort paper mail and deliver as needed. Make copies as appropriate to keep everyone informed of important information.
- \*Sort and file correspondence, records, publications and other information for future retrieval.
- \*Accurately record and deposit all district related funds received in the office submitting copies of the District related deposits and receipts to the District administrative office monthly.
- \*Coordinate the reporting of agent leave time to the Area Extension Office.
- \*Compile, copy and submit all District related bills, notices and personnel related documents for the local office staff to the District administrative office monthly.
- \*Maintain web pages with up-to-date information by working with district web manager.
- \*Receive and record registrations for events.
- \*Prepare routine documents, reports and schedules, maintain databases and mailing lists as assigned.
- \*Coordinate ordering of supplies, equipment and publications for the local office and keep publications and handouts stocked and current.
- \*Handle, document and mail soil tests, plant and insect identification or other related diagnostic services.
- \*Coordinate office equipment checkout.
- \*In the absence of the local agents and or 4-H Program Manager (for 4-H related information), the office professional may hand out an educational bulletin or other materials to answer specific questions.
- \*In coordination with and under the supervision of the District 4-H Agent, manage the finances and accountability of the local 4-H activity account(s), assist in the management and use of the local County Fair Management software, assist with the input and maintenance of the 4-H database for members, families and leaders, assist with the input and maintenance of volunteer management systems, files and other related confidential information.

**Responsibilities:** Marketing/Social Media - 25%

- \*Coordinate and manage the District marketing plan and social media presence in various platforms – including but not limited to Facebook, Instagram, YouTube, and Twitter.
- \*Assist District Agents in creating social media and print marketing materials that will allow Southwind District to reach new and underserved audiences.
- \*Creatively work with District Agents to promote the Southwind Extension District in Allen, Bourbon, Neosho and Woodson Counties.

**Minimum Qualifications:**

- \*Minimum of 2 years of college or equivalent work experience preferred, high school diploma required.
- \*One year of clerical or similar work experience with documented experience in bookkeeping preferred.
- \*Proficiency in the operation of office equipment, copiers and computers.
- \*Documented proficiency and training in various computer software applications i.e. Word, Wordperfect, Excel, Adobe Acrobat and Quick Books and the use of spreadsheet and database applications.
- \*Ability to communicate effectively, both orally and in writing, using the English language and proficiency in spelling, grammar and arithmetic computations.

- \*Ability to work independently, prioritize assignments and problem solve. Must be able to multi-task and “think on your feet”.
- \*Knowledge of standard formats for letters, memos and reports.
- \*Ability to keep sensitive information in a confidential manner.
- \*Ability to learn and apply rules, policies and procedures.
- \*Ability to establish and maintain effective working relationships.
- \*Ability to understand and follow step-by-step verbal and written instructions.

**Preferred Qualifications:**

- \*Knowledge of the K-State Research and Extension Program
- \*Experience with social media and business marketing

**Hours and Compensation:**

- \*40 hour work week
- \*Regular work schedule will be Monday thru Friday 8:00 a.m. to 4:30 p.m.
- \*Compensatory time is offered for hours worked beyond 40 hours in a work week
- \*Starting pay range is **\$12.00 to \$14.00** per hour depending on experience and training or educational work beyond high school
- \*Benefits will be offered with this position and will include: \$350 per month towards health insurance, KPERS (Kansas Public Employees Retirement System), Annual and Sick Leave.
- \*K-State Research and Extension and the Southwind Extension District is an equal opportunity provider and employer.

**Application Procedure:**

Applicants may access our District web site at [www.Southwind.k-state.edu](http://www.Southwind.k-state.edu) to review the position announcement and application of employment. Individuals interested in applying may choose to request a paper copy of the application and related materials or submit application documents that are electronically downloaded from the District web site to Carla Nemecek at [cnemecek@ksu.edu](mailto:cnemecek@ksu.edu)

Paper copies maybe mailed to:

Southwind Extension District  
ATTN: Carla Nemecek, District Director  
PO Box 845  
Iola, KS 66749

**Please provide the following materials when applying for this position:**

\*Cover letter of application

\*Application for employment (paper copy provided when requested) or an Adobe Acrobat PDF form fill-able application is available on our District web site at [www.Southwind.k-state.edu](http://www.Southwind.k-state.edu))

\*Resume (optional and not a substitution for the application of employment or cover letter of application)

\*Proof of academic course work or training beyond high school (if any)

Please note: a position offer is contingent on completion of a successful pre-employment criminal background check, applicant information profile form and clean driving record. A background check request form will be provided to the successful applicant following the offer of employment.

Screening of applications will begin on November 26<sup>th</sup> and continue until a suitable applicant has been hired. Questions regarding this position should be directed to the Southwind Extension District Director, PO Box 845, Iola, KS 66749 320-365-2242 or [cnemecek@ksu.edu](mailto:cnemecek@ksu.edu)

**K-State Research and Extension is an equal opportunity provider and employer. This position will provide educational programs and materials to all people of the Southwind Extension District without regard to race, color, religion, national origin, sex, age or disability**