Office Professional

K-State Extension-Southwind Extension District Yates Center Office

Our Mission: The mission of K-State 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 Yates Center 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 Yates Center 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 - 50%
*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.
*Compile, copy and submit all District related bills, notices and personnel related documents for the local office staff to the District administrative office monthly.
*Receive and record registrations for all district 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.
*Financial Record Keeping:

- Receive and record cash and checks.
- Turn all expenses and financial records into the District Director
- Maintain 4-H Council financial records.
- Complete these tasks in a timely manner.

*Telephone Use/Receptionist Duties:

- Answer incoming phone calls and serve as the office receptionist.
- Direct calls to agents or take messages as needed.
- Answer common questions when feasible.
- Greet office clients politely; help them locate publications and information or direct them to the appropriate agent.
- Make telephone calls as requested by agents.

Typical Physical Demands: The work is primarily sedentary and will be performed at a desk or in an office environment. The work may require some repetitive movement of the arms and hands. There may be some moderate physical exertion such as carrying supplies and other items associated with educational events.

Typical Mental Demands: Ability to write routine reports and correspondence. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to solve practical problems, interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Ability to apply common sense to carry out instructions furnished in written, oral or diagram form.

Working Conditions: Quiet, temperature controlled office environment.

Work Habits and Attitude Expected:

- Timeliness – Arrive at work on time. Complete assigned work in a timely manner.
- Cooperation with and loyalty to all agents and K-State.
- Ability and willingness to follow instructions and directions.
- Exhibit organized work habits.
- Present a groomed appearance, pleasant personality and disposition.

Employment Terms

- Probationary Period – Three months from the date of hire.
- Salary – Based on education, experience, and job duties.
- Work Week – 5 days per week, 52 weeks per year except for holidays set by the respective Courthouse, vacation and sick leave).
- Hours – 35 or 40 hours per week and will follow hours of respective Courthouse. Additional hours may be required at the discretion of the agents. Form KSU 8-25 to be completed each month by Office Professional and approved by District Director.
- Lunch Break – Specific to individual Courthouse hours.
- Work Breaks – Two, 15 minute breaks daily.
- Holidays – Will follow respective Courthouse holiday schedule.
- Dress – Business Casual (i.e. khakis, slacks, dresses, skirts) Monday through Thursday unless otherwise advised. Jeans may be worn on Fridays and other designated “casual days”.

- Employee shall hold no other position conflicting with the Southwind Extension District. Executive Board will determine what is or is not a conflict.
- This job description is an administrative tool for the convenience of Southwind Extension District and does not create any contractual employment rights. This position is considered to be an at-will position both during the probation period and at all times thereafter. An at-will position means that the employee is hired with the understanding that the employee's job may be terminated (with or without cause) at any time by the employee or by the employer.

Benefits

- Sick Leave:
    - Available for use after probation period; begins accruing with employment.
    - Earned at a rate of 8 hours per month for a full-time employee who works at least 12 days per month and 40 hours per week. Earned at a rate of 7 hours per month for a full-time employee who works at least 12 days per month and 35 hours per week.
    - May be used in increments of 15 minutes.
    - Maximum accumulation of 240 hours.
    - Employer reserves the right to request a doctor's written statement.
    - Unused sick leave shall not be paid upon termination of employment.
- Vacation:
    - After 1 year — 5 days or 40 hours based on a 40 hour work week
    - After 2 years — 10 days or 80 hours based on a 40 hour work week
    - After 10 years — 15 days or 120 hours based on a 40 hour work week
    - Cannot be carried from one year to another.
- Compensatory time (comp time):
    - Will be allotted in lieu of overtime pay. Comp time is allotted at 1.5 times the amount of overtime worked. Maximum accrual of comp time is 40 hours. Form EXOP3-2 furnished by K-State shall be attached to this job description form and signed annually.
    - Comp time must be used before vacation leave.

- Holiday Pay:
    - The Southwind Extension Council will grant pay for a full work day on all legal holidays observed by the District.
    - Employee must work at least one-half of their scheduled work day the day before and the day after the holiday to be eligible for holiday pay, or have previously scheduled vacation time.
    - Employees on unpaid leave do not receive holiday pay.

- Bereavement Leave:
    - Up to 3 consecutive days for immediate family/household member. Includes spouse, children, mother, father, brother, sister, grandparents, grandchildren, mother-in-law, father-in-law, brother-in-law, sister-in-law, or grandparents of the employee's spouse.
- Maternity Leave:
    - An employee who becomes pregnant may claim and receive maternity leave in the same manner as provided for sick leave. After all sick leave is used, the employee may elect to utilize any accrued vacation leave if available. An employee may also take leave without pay in the same manner as any other employee on leave without pay status.
    - Employees, who have worked at least 1250 hours during the 12-month (52-week) period immediately before the date when the leave is requested, may apply for a maximum of 12 weeks FMLA leave.
- Military Leave:
    - Southwind Extension Council will comply with the USERRA (Uniformed Services Employment and Reemployment Rights Act).
- Civil Leave:
    - Civil leave with pay: Employee shall be given a maximum of five days leave with pay when performing jury duty. Proof of attendance must be presented in order to receive pay for jury duty. Monies received

for the performance of jury duty will be given to the Southwind Extension District in exchange for the district payment of salary for that time.
    - Civil leave without pay: If employee is involved in a personal lawsuit not related to his/her job duties, the employee may take leave without pay or may elect to utilize any accumulated vacation leave.
- Retirement Program :
    - Employee will become a member of the Kansas Public Employee's Retirement System (KPERS) upon employment.
- Insurance:
    - Health insurance is not provided by Southwind District.

The intent of this job description is to provide a representative summary of the types of duties and responsibilities that will be required of positions given this title and shall not be constructed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

I understand the above job description and agree to perform those duties stated within it. I also understand that this job description, my job performance, and my compensation will be reviewed annually at the annual budget meeting of the Southwind Extension District Council Executive Board and/or at any time deemed necessary by the board.

EMPLOYEE SIGNATURE_____DATE_____

SUPERVISOR/MGR SIGNATURE_____DATE_____

K-State 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