Communications and Web Management Coordinator, 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 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 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 proofread 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 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 in to 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.

**Responsibilities:** Web Design /Communications - 25%
*Update and coordinate all additions and corrections to the K-State Research & Extension Southwind District web page in coordination with Kansas State University requirements.
*Update web page in a timely fashion – ensuring all content is updated as needed.
*Assist District Agents in creating web page content that will allow Southwind District to reach new and underserved audiences.
*Develop on-line registration forms.
*Report indirect contacts of the Southwind Extension District into the on-line reporting system (PEARS).
*Creatively work with District Agents to promote the Southwind Extension District in Allen, Bourbon, Neosho and Woodson Counties.
*Promote the Southwind Extension District through various communications platforms, in coordination with the Social Media Coordinator.

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Kansas State University Agricultural Experiment Station and Cooperative Extension Service

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