Iowa State University Extension and Outreach Black Hawk County Office Assistant
(40 Hours per Week)

This position supports Black Hawk County Extension and Outreach’s internal and external communications by maintaining the county’s website and social media; and designing fliers, brochures, newsletters, and handbooks for all Extension programming. This position also serves as initial contact for 4-H program, maintaining statistical data for youth programs using 4-H on-line. Approximately 20 hours per week will be devoted to internal and external communications duties and 20 hours per week will be devoted to 4-H support.

The position requires skill in written and oral communication, data base management, information management, and previous experience with websites and social marketing. Ability to learn county and state policies and procedures required. Successful candidate will perform a wide variety of office management functions and exercise good judgment, dependability, and confidentiality; be self-motivated, able to work independently and be a good team member with Extension staff, volunteers, and community partners; excellent attendance; able to maintain strict office and client confidentiality and excellent time management skills.

The position is under general supervision of the Executive Director. Scheduled evening and weekend work required.

A. General Responsibilities and Job Overview

1. Uses publishing software to prepare visual materials for staff to use in marketing or as educational tools (fliers, videos, posters, newsletters, handbooks, brochures, power point).
2. Maintains county website and social media.
3. Updates and manages 4-H online, Fair Entry and MyData to generate reports as assigned.
4. Collects and compiles information and statistical data for reporting.
5. Serves as initial contact for 4-H program.
6. Assist County Youth Coordinator with youth development activities.
7. Communicates regularly with youth, 4-H families and adult leadership via newsletters, email blasts, social media, etc.
8. Provides backup in absence of other Office Assistant or as required to balance workload as a team.
9. Provides information to telephone callers and face-to-face clients concerning Iowa State University Extension and Outreach programs/information and other community resources.
10. Other duties as determined in conjunction with the County Extension Council to meet the mission of Black Hawk County Extension and Outreach and Iowa State University Extension and Outreach.

B. Required Skills

1. Advanced computer skills and proficiency with Microsoft Office, website content management, email, information accessibility, internet navigation and other office equipment such as computers, printers, scanners, projectors, copiers, etc.

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2. Skill in written and oral communication, problem-solving, data base management, information management, and previous experience with graphic design, websites, and social marketing.
3. Orientation to details to ensure efficient and speedy completion of projects and activities.
4. Ability to work with minimal supervision.
5. Desires to work with the public, excellent customer service skills.
6. Respect for diversity in internal and external client base.
7. Maintains confidentiality on all extension business.
8. Ability to organize and prioritize events and activities for the best possible outcomes.
9. Ability to manage and maintain details to ensure efficient and speedy completion of projects and activities.

C. Personal Attributes

1. Prompt and courteous service to clientele and co-workers.
2. Use good judgment in determining best ways to assist clients.
3. Adherence to ISU Extension and Outreach program policies.
4. Other duties as determined in conjunction with the County Extension Council to meet the mission of Black Hawk County Extension and Outreach and Iowa State University Extension and Outreach.

D. Minimum Qualifications

1. High school diploma or equivalent required. College credit or degree preferred.
2. Knowledge of 4-H program and previous experience working in an educational setting are highly desirable.
3. Access to reliable transportation is required (mileage is reimbursable).
4. Complete and approved background screening.

E. Position Benefits

1. County paid position with health/dental insurance, paid time off, per personnel policy.
2. Competitive wages, IPERS eligible.
3. Opportunity for personal growth and career development in a dynamic, positive, education environment.

F. Physical Requirements

Mobility to accomplish position requirements. Unimpeded or corrected vision and hearing for general office work and interpersonal interactions. Ability to meet physical requirements of the position, including lifting/moving at least 35 pounds, use of office equipment, able to work indoors and/or outdoors, sitting, walking and/or standing for 2 or more hours for programs and meetings, able to climb and stand on 4-foot ladder.

G. Other
1. This is a 40-hour per week position with normal work hours between 8:00 A.M. and 4:30 P.M. Monday through Friday with half hour lunch break. Some scheduled evening and weekend work required.

2. Employment pending approval of child protection screening process (including background check and driver record check).

3. 3 references required at time of application.

This institution is an equal opportunity provider. For the full non-discrimination statement or accommodation inquiries, go to www.extension.iastate.edu/diversity/ext.