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# SUBSTITUTE OFFICE ASSISTANT

## VOLUNTEER JOB DESCRIPTION

### PURPOSE

Occasionally there is a need for all permanent Boone County Extension and Outreach staff to attend professional development, travel to a regional meeting or to work at the county fair. A substitute office assistant allows the Boone County Extension office to remain open to serve the citizens of Boone County.

### SUBSTITUTE OFFICE ASSISTANT TASKS

- Greets clientele and handles requests
- Answers phone
- Refers clients to the appropriate staff member, resource or to other agencies
- Registers participants for upcoming programs
- Basic Computer Operations (iPad or PC Computer using applications such as Microsoft Word and an internet browser)
- Receipts cash or checks for walk-in transactions
- Prepares mailings, packets or files as needed or requested
- Opens the office for the day and secures the office in the evening

### SUPERVISION

Substitute office assistants are supervised by and accountable to the Boone County Director for ISU Extension and Outreach.

### REQUIRED SKILLS

- Knowledge of Iowa State University Extension and Outreach programs
- Excellent customer service skills
- Basic computer and telephone skills

### CONTACT

***County Director***

***ISU Extension and Outreach of Boone County***

***515-432-3882***