POSITION TITLE: Chickasaw County Office Manager
REPORTS TO: Chickasaw County Extension Council
CLASSIFICATIONS: Non-Exempt
REVISED: August 2015

POSITION SUMMARY:
This position upholds the ISU Extension Service mission, maintaining office operations by adhering to policies and procedures as established and approved by the Chickasaw County Extension Council. This full time position provides management of office and staff as well as determining program priorities and coordinating delivery and evaluation of programming. This position is under supervision of the County Extension Council with support from the Regional Extension Director (REED).

**Office Management/Administration**
- Supervise and lead office staff in accordance with the county policy and procedure handbooks
- Work closely with Personnel Committee to carry out performance reviews, set goals for staff to meet office mission statement/council goals
- Assist Personnel Committee in hiring/terminating procedures
- Maintain and update personnel files in a confidential manner
- Assure sufficient logistical support is available to run office, order supplies, provide basic services to staff—i.e. phone, computer, I.T.
- Oversee office maintenance/repairs as recommended by Extension Council
- Ensures the following are completed:
  - Purchase office supplies, maintain supplies for needs of office and staff
  - Track an on-going list of local needed supplies and purchase as needed
  - When ordering, review vendors for best value
  - Inventory office and program supplies
  - Provide list of tracked supplies needed to be ordered from outside sources (OfficeMax, Quill, etc.) to Office Manager for purchasing
  - Distribute supplies to appropriate locations
  - Notify appropriate staff of arrival of supplies
- Maintains equipment check out system
  - Keeps equipment and teaching kits organized in storage area
  - Keeps check-in/out system current
  - Keeps equipment in working order and arranges for repairs as needed
  - Orders replacement parts
  - Maintains inventory of extra bulbs, etc.
  - Makes recommendations for new equipment
- Maintain calendar of events and meeting room calendar schedule, coordinating schedule among employees
- Maintains public access rooms and key check out system
  - makes reservations for rooms, sends out confirmation, and arranges for key to be available for after-hours customers
- Maintain files for Private and Commercial Pesticide Applicator Training as required by law
- Sort and distribute incoming mail to appropriate staff
- Work closely with REED to schedule/plan Extension council meetings, budget, election, and inform Council of activities within County
  - Works with REED to send agendas and support materials to Council
  - Works with REED to initiates process for organizational meeting, budgeting,
elections, end of year
  o Works with REED to complete various Council forms
  o Works with REED to prepare legal notices and arranges for publication
  o Maintains system for keeping permanent records for all Council business.
  ➢ Work with REED and Program Specialists to develop, schedule programs.
  ➢ Organize and conduct regular staff meetings to create and maintain and team atmosphere
  ➢ Work with Extension Council, REED, Program Specialist to determine office-closing/program cancellation decision related to weather, illness or other unusual circumstance
  ➢ Continually assist extension council in identifying professional development opportunities for all staff members

Fiscal Management
  ➢ Assist Bookkeeper in performance of all bookkeeping duties, including but not limited to:
    o Employment records, including new employee paperwork and bi-weekly timesheets
    o Financial recordkeeping of income and expenses in accordance with policies of the State of Iowa, ISUEO Fiscal Office, and Chickasaw County Extension Fiscal Policy and submit bi-weekly to Bookkeeper.
    o Assist REED and Extension Council Fiscal Policy Committee with budget analysis and preparation of budget materials for Extension Council review and action.
      ▪ Prepares budget analysis for REED and Council Fiscal Policy Committee for significant project activity
    o Preparation of records for publication and audit.
  ➢ Work with REED and extension council to establish budget. Monitor budget and inform council and REED of budget needs and concerns
  ➢ Uphold and abide by all county fiscal policies in the fiscal policy handbook
  ➢ Work closely with program coordinators/program specialists/REED to create billing invoices for program expenses, publications, etc.
  ➢ Work closely with program coordinators/program specialists/REED to ensure that fiscal needs are being met and identifying income sources, sponsorship sources, etc. for programming needs
  ➢ Protect the best interest of the county extension council by monitoring fiscal management in the programs

County Program Development
  ➢ Work with REED and Program Specialists to develop, schedule programs.
  ➢ Implement programs based on community needs assessment in conjunction with program coordinators/program specialists/REED/extension council
  ➢ Assist program coordinators/specialists with development, preparation, programming, and evaluation of county programming
  ➢ Meet all programming requirements—i.e. certification reports, trainings, etc.
  ➢ Assure necessary resources are available for implementing programming and coordinating program presenters
  ➢ Welcome and assist with registration at all programs, as requested
  ➢ Routinely consult with campus and field staff on programming needs, concerns, evaluations for the county
  ➢ Work with County staff, REED and ISUE Program Specialists and Region 4 Communications Coordinator on publicity for programs, including preparing news
releases, flyers, brochures, power-point presentations, newsletters, etc., as requested

- Update county website with current news releases, articles, events, programming details, resources, etc. in a timely manner
  - Report attendance of all county programming on the county website
- Keep sufficient records of programming and requests for programming
- Report monthly to the extension council of county programming and outreach efforts
- Provide fiscal and operational management support for all program coordination efforts as needed
- Assist youth programming efforts during the county fair as need by. Duties to include but not limited to:
  - Fiscal management/assistance
  - Assist with BBQ and achievement auction
  - Provide any other assistance as requested

Marketing/Community Outreach

- Work closely with the REED/extension council/program coordinators to build a strong community identity
- Build collaborative relationships with other agencies, organizations and service providers
- Market ISUEO and programming through the website, calendar of events, local media outlets and other appropriate sources
- Work with Extension Council/REED/Office Staff to identify opportunities to network within the county by representing Extension “at the table” with other organizations and entities and offering Extension support and expertise in appropriate ventures.

Information and Public Relations:

- Serve as an initial contact for clients with questions, work in partnership with ISUEO staff and County staff to assist clients to furnish them with resources available through ISUEO website, ISUEO Program Specialists, publications, and cooperating agencies
  - Welcomes groups at programs or attending a meeting, as requested
  - Satisfactorily serve customers in public access areas
  - Greets customers and handles requests
- Answers general phone number and handles requests
  - Makes customers feel their business is important to ISUEO – Chickasaw County
  - Asks questions to establish the need and refers customer to the proper resource
  - Is familiar with program resources and is able to find a particular resource in a reasonable time and send it to the customer
- Works with customers to find correct information in files/pubs/internet/program coordinators/program specialist
- Advise clientele of services available through other agencies as appropriate
- Order publications as needed
- Maintain resource files.

Other:

- Contributes to team effort to accomplish successful results as needed.
- Works as a team with volunteers and other staff to carry out mission of ISUEO
  - offers and asks for help when needed
  - actively participates in team meetings
  - is courteous and respectful to fellow workers
  - keeps others updated on new information pertinent to office operation
Maintains confidentiality on all Extension business
  o information about customers is not shared verbally or in writing to staff or public not directly involved
  o information about staff or office relationships is not shared either orally or in writing to staff or public not directly involved

Act as a liaison between professional staff, Extension Council, and ISUEO
  o Understand and accept policy decisions at all levels
  o Understand the importance of being a member of the ISUEO team in the county, area, and state; and the need for teamwork

Understand and accept:
  o Philosophy and policies of ISUEO and programs
  o Individual role, responsibility, and functions within the ISUEO program areas

Work with REED to identify and attend mandatory training sessions. Monitor daily work for adherence to policies/procedures, and promptly corrects any deficiencies.

Cross-train to know the basics of County-paid staff’s jobs

Accountability:
  ➢ Accountable to the Chickasaw County Extension Council and all of it’s policies. Supervised by the Extension Council.

ENVIRONMENTAL CONDITIONS:
  ➢ Work is performed primarily indoors in an office setting.
  ➢ Work Hours: Full-time, 40 hour work week, with 15-minute break morning and afternoon and 30-minute lunch break. Schedule is flexible and will vary to programming and office needs.
  ➢ Some nights and weekends may be needed

PHYSICAL AND MENTAL DEMANDS:
  ➢ Position accountabilities are typically performed while sitting for most of the day. The physical and mental demands of this position are representative of those that must be met by an employee to successfully perform the essential position accountabilities.
  ➢ Lifting of 30 lbs or greater as needed.

KNOWLEDGE, SKILLS AND ABILITIES
  ➢ High School degree required and Post-secondary degree preferred. Knowledge and experience in bookkeeping, supervisor skills, computer skills required.
  ➢ Skill in performing basic mathematical principles (such as addition, subtraction, multiplication, division, decimals) in account transactions.
  ➢ Knowledge of the layout and functions of the computer keyboard and ten key adding machine; skill of using the touch system to perform data input.
  ➢ Knowledge of and ability to make products and services available to customers—such as the ability to identify customers’ needs, communicate services, explain advantages, etc.
  ➢ Skill in working with the public, presenting a professional image of the ISU extension & outreach service, and servicing prospective and current customer inquiries, requests, and complaints.
  ➢ Ability to affectively delegate duties and responsibilities
  ➢ Report directly to county council on regular basis and attend monthly council meetings
  ➢ Maintain minimum job proficiencies required to perform job—i.e. driver’s license, successful background check, keep current on technology
  ➢ Ability to multi-task and perform other duties as requested
Knowledge and experience with extension programming and 4-H programming preferred

The above is illustrative of the duties performed. It is expected that the office manager will perform other related or similar duties as assigned by the Extension Council/REED.

ACKNOWLEDGEMENT:

I have read the foregoing job description and understand the responsibilities of the job and the importance of exhibiting the service quality standards and work performance expectations. I believe I can perform this job with or without accommodation.

_________________________  ________________________
Employee signature       Date

_________________________
Supervisor signature      Date