

## **EXTENSION CUSTOMER SERVICE REPRESENTATIVE**

### **MAJOR FUNCTION**

The Customer Service Representative provides main line non-routine customer service reception work of complex variety involving the performance of general clerical, secretarial and office tasks and functions for Marion County.

### **ESSENTIAL FUNCTIONS**

The following statements describe the principal functions of this job and its scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including working in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the work load.

- Practices excellent customer service with walk-in visitors, phone callers so that citizen customers develop and excellent view of Marion County Extension Department. Answers multi-line telephone system, makes referrals, takes messages, and directs incoming calls appropriately. Requires accurate, concise and legible handwriting.
- Prepares office paperwork such as correspondence reports, forms, etc. using personal computer, typewriter and other office equipment. Proofreads documents including Agents newsletters, Annual Reports, meeting minutes, class announcements, and Master Gardener Newsletters. Assists compiling and verifying statistical data and other information for reports. Provides information within scope of knowledge or refers customers to appropriate individuals.
- Responsible for purchasing process, accounts payable process, and tracking budget expenditures. Will assist in the sales of mulch, rain barrels, irrigation components, pesticide books. Accountable for accurate collection of monies and receipt issuance averaging \$2500 per month for Florida Yards and Neighborhoods (FYN). Types and maintains files for Extension agents and FYN Coordinator.
- Ensures volunteers have necessary resources including making sure materials are ordered from the University of Florida and received in sufficient time period. Maintains list of prospective students for Master Gardener Class, provides applications, and schedules interviews collects registration fees, prepares letters of acceptance or rejection, and orders materials for class.
- Maintains control files of matters in progress and follows up to ensure that actions are completed. Maintains records and statistics on the extent, nature, and value of volunteer activities. Establishes and maintains a database tracking system on volunteer utilization. Maintains monthly schedule for Master Gardner telephone committee and ensures gardeners are on duty as scheduled.
- Provides information within scope of knowledge or refers customers to appropriate individuals. Responds to inquiries from Master Gardeners regarding varied issues relating to their volunteering along with coordinating issuance of computer passwords for Master Gardener telephone committee.

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- Maintains electronic files, and paperwork for Best Management Practices (BMP) classes as mandated by State, follow up database for license renewal in two years. Duplicates and assembles all information packets for class and handles on sight registrations.
- Prepares bi-monthly Extension Service brochure using Microsoft Publisher, duplicates, e-mails and mails approximately 1,000 copies.
- Serves as backup for payroll, County Travel and UF Travel forms and UF electronic travel and payroll programs.
- Assists master Gardener volunteers in handling all paperwork and collection of fees for Master Gardener Spring Festival, Summer Institute and Vegetable Garden Expo.
- Handles paperwork for soil testing done by Master Gardeners and those sent to UF. Orders supplies from UF Soil Testing Lab and follow up on reports.
- Issues Grower Permits for Marion County Farmers; handles Farmer Intake Form for Small Farm Agent. Prepares and maintains Small Farm Local Buying Guide in both printed form and web version. Talks with farmers regarding inclusion in the Guide.
- Handles registration and paperwork for all extension programs administered by eight extension agents in the horticulture, livestock, nutrition, financial management, and small farm fields including collection of fees. Handle on site registrations for programs. Maintains database of clients who wish to be advised about future program dates. Coordinates some office functions with other county departments.
- Responsible for operation of UF postage meter, including ordering supplies and downloading postage as needed.
- Maintains database for vendors and participants for Equine Institute for Livestock Agent. Collects and balances funds for event. Handles on sight registration day of event that is attended by approximately 300 people.
- Takes and transcribes minutes of advisory committee meetings, prepare draft of notes on word processor and after editing and proofing by Department Manager, Finalizes same.
- Takes and transcribes minutes of advisory committee meetings, prepare draft of notes and after editing and proofing by Department Manager finalizes same. Provide information to citizens on written or verbal requests including researching information on University of Florida website and making sure adequate information is maintained in Extension Files.
- Tracks number of phone calls and walk in visitors for Extension Agents UF Report of Accomplishments reporting. Keep database on those numbers. Will open, sort and distribute incoming mail.
- Required to report to work at the appointed hour, as scheduled, and to work the entire assigned schedule.

### **SECONDARY FUNCTIONS**

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- Performs additional assignments as directed.

### **CUSTOMER SERVICE**

This is a front line position for providing excellent customer service. Personal contact with other employees of the unit, other departments within the County, citizens, and customers of the department. Service is provided in person or by phone contact.

### **SUPERVISION**

Occasionally functions as a lead worker for a small group of employees (one to five) in the absence of a designated lead position. May review the work product of others. Provides guidance, advice, and assistance to others on work assignments. Provides work direction.

### **EDUCATION, EXPERIENCE, LICENSES, CERTIFICATIONS**

#### **Education and Experience.**

High School education or GED. Three years progressively knowledgeable and skilled administrative support or secretarial related experience and training, demonstrating broad knowledge and practical experience with personal computers, standard application packages, modern office technologies, and customer service; or an equivalent combination of education and experience.

#### **Licenses.**

Depending on area of assignment, may require valid driver license.

#### **Certifications.**

Depending on area of assignment may require Notary Public.

### **JOB SKILLS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the knowledge, skills, and ability required.

#### **Language Skills**

- Ability to read, and interpret documents, such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to proofread newsletters, annual reports, meeting minutes and class announcements with 100% accuracy.
- Ability to write routine reports, and routing correspondence, with Horticulture and Small Farm Agent, word class announcements for bi monthly program brochure.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

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### **Mathematical Skills**

- Ability to calculate figures and amounts such as discounts, interest, commissions, percentages and volume.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions and decimals.
- Ability to compute rate, and percent and ability to draw bar graphs.

### **Problem Solving Ability**

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving a few concrete variables in standardized situations. Requires judgment regarding use of equipment, tools or materials.
- Can explain records, procedures to others as lead worker and to new Master Gardeners.

### **Specialized Skills and Abilities**

- Ability to perform secretarial and clerical duties with speed and accuracy without immediate and constant supervision and do so with constant interruption from phone calls and walk-ins. . . .
- Ability to work efficiently and accurately in an atmosphere of frequent interruption while practicing excellent customer service to walk in visitors and phone callers so that citizen customers develop and excellent view of Marion County Extension Service.
- Ability to perform secretarial and clerical duties with speed and accuracy without immediate and constant supervision and do so with constant interruption from phone calls and walk-ins.
- Strong organizational skills and ability to prioritize to meet established deadlines for three Extension Agents; Horticulture, Small Farm and Florida Yards and Neighborhoods. .
- Skill in the interpretation and application of business English, grammar, spelling, diction, style and punctuation.
- Ability to work independently and to carry out assignments to completion with minimum instructions, adhere to prescribed routines and practices, maintain records, and to make reports requiring accuracy.
- Ability to remain calm in stressful situations in the main Extension Agents Office where there is a constant flow of citizens purchasing mulch, rain barrels, and registering for classes.

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- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

### **Machines and Equipment**

This employee will be required to operate a computer, calculator, telephone, fax machine, copy machine, polycom and other general office equipment in the completion of the tasks of the position.

### **PHYSICAL DEMANDS**

While performing the duties of this job, the employee will occasionally be required to use hands to finger, handle, or feel, reach with hands and arms and lift up to twenty-five pounds; will regularly be required to stand, walk and sit; and will frequently be required to talk and hear. Special vision requirements are close vision and the ability to adjust focus to bring an object into sharp focus.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job in a typical indoors office environment. The noise level for this environment will be moderate.

Established: 10/99

Pay Grade: 7

Job Description Number: 6240

Category: 6

Status: NE

Revised: 10/2009