

## **EXTENSION PROGRAM ASSISTANT**

### **MAJOR FUNCTION**

This is an entry level position responsible for supporting the training and coordination of an assigned program of the County Extension Service. Such program areas include, but are not necessarily limited to, urban horticulture, small farms, 4-H, livestock and family and consumer science. Employees in this classification are responsible for providing administrative support for staff, and responding to citizens seeking information about extension programs. Employees perform essential functions as outlined herein according to assignment area.

### **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.

- Assists in the coordination of the training portion of the program area of assignment.
- Assists with monitoring the work of the volunteers for accuracy, customer service, and attitude, recognizing accomplishments of volunteers.
- Assists with the coordination of the educational outreach activities of the assigned program area.
- Assists with the preparation of newspapers articles, on-going columns and related written program information specific to the assigned area.
- Communicates with community groups, interested citizens, clubs, civic organizations, and related groups interested in education and development relevant to the program assignment area.
- Completes monthly reports indicating accomplishments of the past month and related documentation and reports preparation applicable to assigned program area.

### **SECONDARY FUNCTIONS**

- Performs other duties as assigned.

### **CUSTOMER SERVICE**

This is a front-line position for providing excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, the Master Gardener audience, and customers of the department. Service is provided in person or by phone contact.

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### **SUPERVISION**

This position has no supervisory responsibilities.

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

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

Associate Degree from an accredited college or university, and two years related experience or training in the program area of assignment, or equivalent combination of education and experience.

#### **Licenses.**

Possession of a valid Florida Driver License.

### **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 write reports, business correspondence, and teaching plans.
- Ability to effectively present information and respond to questions from groups of clients, customers, and the general public.

#### **Mathematical Skills**

- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.

#### **Problem Solving Ability**

- Ability to interpret a variety of instructions in written, oral, diagram, or schedule form.
- Study manual work process to determine most effective methods for essential tasks.

#### **Specialized Skills and Abilities**

- Ability to recruit, motivate, maintain, and supervise volunteer work teams.
- Ability to work self-directed and make independent decisions.
- Ability to remain calm in stressful situations.

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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**

The employee in this position will use a video camera, projection equipment, and various gardening tools to accomplish tasks.

### **PHYSICAL DEMANDS**

While performing the duties of this job, this employee will occasionally be required to use hands to finger, handle, or feel, reach with hands and arms, stoop, kneel, crouch, or crawl, taste or smell, and to lift up to fifty pounds. This employee will regularly be required to stand, walk, and sit and will frequently be required to talk or hear. Special vision requirements include close, distance, color vision and ability to adjust focus.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee will occasionally be required to work in wet or humid conditions and to be exposed to toxic or caustic chemicals and outdoor weather conditions. The typical noise level for this environment is moderate.

Established: 10/99

Pay Grade: 11

Job Description Number: 5038

Category: 5

Status: E

Revised: 2/2004