

## **EXTENSION PROGRAM COORDINATOR**

### **MAJOR FUNCTION**

This is a professional position responsible for 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 educational services for 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.

- Coordinates the training portion of the program area of assignment. This includes recruiting volunteers, training volunteers utilizing the University of Florida resources, and overseeing repayment of volunteer hours.
- Oversees the work of the volunteers for accuracy, customer service, and attitude, recognizing accomplishments of volunteers, managing change in the organization, including future vision, and managing the volunteer organization by providing leadership.
- Plans continuing education and training (including field trips) to keep participants and volunteers interested and current on trends and developments. Trouble shoots problems that arise within the organization.
- Coordinates the educational outreach activities of the assigned program area.
- Prepares newspapers articles, on-going columns and related written program information specific to the assigned area. Includes developing special supplements as required.
- Communicates with community groups, interested citizens, clubs, civic organizations, and related groups interested in education and development relevant to the program under charge.
- Completes monthly reports indicating accomplishments of the past month and related documentation and reports preparation applicable to assigned program area.
- Organizes educational workshops and classes in the program area assigned according to the needs of County residents; participates in workshops by teaching a specified portion of the technical information.
- Maintains an advisory committee to assist in determining the direction of the program(s) under charge.

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### **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.

### **SUPERVISION**

Officially designated as a lead worker for a large number of volunteers. Provides continual work guidance, review of work product, and resolution of work problems. May provide some input regarding job performance.

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

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

Bachelor Degree from a four-year 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 read, analyze, and interpret professional journals and technical procedures.
- 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.

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### **Problem Solving Ability**

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions in written, oral, diagram, or schedule form.
- Interprets complex and detailed technical data. May participate in development of policy, programs, plans, or procedures.
- 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.
- 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.

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Established: 10/99

Pay Grade: 15

Job Description Number: 5036

Category: 5

Status: E

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