

JOB DESCRIPTION  
OFFICE MANAGER  
BLANCO COUNTY  
TEXAS A&M AGRILIFE EXTENSION SERVICE

The county secretary works under the direct supervision of the County Extension Agent-Agriculture and the County Extension Agent-Family & Community Health. The AgriLife office is an educational office and it is the responsibility of the secretary to maintain a professional atmosphere while operating in efficiency of tasks and providing courteous service.

The mission of the Texas A&M AgriLife Extension Service is to provide quality, relevant outreach and continuing educational programs and services to the people of Texas.

I. Receptionist-Public Relations

Must be punctual. Opens office on-time and remains on-duty throughout office hours. Sees that office is neat and orderly. Maintains office hours of 8:00 am to 4:30 pm Monday through Friday taking one half hour for lunch from Noon to 12:30 pm.

Direct visitors to the appropriate agent or research-based source. Learn the interrelationship of the Texas A&M AgriLife Extension Service with other Federal and State agencies, Blanco County government, local associations and organizations and adequately provide patrons with helpful information.

Provide prompt and courteous answers to requests for information not requiring professional subject matter knowledge but based on readily available information through Texas A&M AgriLife Extension Service or known by reason of knowledge and functions of staff members. Inform agents about messages from callers, e-mails, walk-ins, etc. Be diligent in the execution of customer oriented service with a warm and friendly manner to all callers and visitors. Keep foremost in mind the matter of creating goodwill toward Texas A&M AgriLife Extension Service and Blanco County in handling of all office matters.

Is neat and well-groomed to create a favorable impression.

II. Communication

Answers telephone, properly identifies office, and speaks clearly and distinctly. Handles routine inquiries on own initiative-refers other calls to appropriate agent. Keep records of all calls received and their subject matter. Knows the whereabouts of the agents by checking electronic calendar and communicates this information to the public as necessary. Manages two e-mail accounts regularly and promptly. Forwards messages to agents promptly using preferred technology: ie. text or e-mail.

Maintain accurate and up-to-date mailing lists (both electronic and physical) and revises them immediately when notified of changes.

Possess good skills in typing, spelling, punctuation, and grammar. Proofread all work. Must be able to manage and prioritize multiple tasks. Use own initiative in the absence of instruction. Must be a self-starter.

Creates monthly 4-H Newsletter for distribution to 4-H families in Blanco County. May utilize creativity in this endeavor while relaying pertinent information.

### III. Office Records and Files

Keep records of Agent reports, POs, budget items and expenses. Follow record retention guidelines for all files.

Maintain files in organized and systematic fashion so desired information can be retrieved promptly by all office staff. Keep the files current by updating often.

Maintain registration for Extension programming such as Master Gardener courses and 4-H camps/workshops/clinics. Take orders for and maintains records of livestock project orders such as livestock tags. Assists with stock show registrations for 4-H members. These registrations and orders should be maintained using spreadsheets and shared with agents through Dropbox. Save this information for future reference.

### IV. Supplies and Publications

Keep accurate inventory of equipment and supplies. Consult with agents on needs and other supplies in advance. Obtain POs prior to and manages budget effectively.

Keep informed on the availability of various Extension publications and policies in connection with distribution of publications. Order letterhead, envelopes, etc. with official logo from AgriLife online bookstore.

Display official Extension publications in an orderly, attractive manner in office.

### V. Reports & Expense Accounts

Create PO requests, reimbursement reports, news releases, and other reports as necessary for both Blanco County and Texas A&M AgriLife Extension Service District Office. Always requests agent travel POs at the beginning of each month.

Assists agents in submitting reports to Blanco County Judge's office, Blanco County Treasurer's office, Extension District 10 office on time for prompt reimbursement.

### VI. Office Machines

Is familiar with the operation of all office machines-computer, printer, scanner, and copier. Order supplies as needed to maintain functionality.

### VII. Technology

Proficient in computer applications including: Microsoft Office Programs – Word, Excel, Power Point, Publisher, Microsoft Outlook.

Is familiar with technology as related to computers and communication.

Responsible for maintaining records in 4-H Online system and generating postage in stamps.com.

Prepares correspondence in the areas of Agriculture, Family and Community Health and 4-H and Youth Development including but not limited to letters, newsletters, news releases, agendas, sign-in sheets, expense reports, fliers, printed programs and agent reports, research demonstration reports, and handbooks.

Make updates and changes of public information to Extension website at Agent's request. Changes include adding publications, links, events and other timely information.

#### VIII. Regulations and Policies

Study policies and procedures that apply to the conduct of the county office.

Attends routine office conferences in order to be informed on all phases of the Extension program.

Takes a vested interest in the success of Texas A&M AgriLife Extension Service programming in the county and willingly accept responsibility for working with all Extension agents to ensure the success of the program.

Become familiar with policies governing county employees in the Personnel Handbook.

Maintain confidentiality on various county matters.

#### IX. Budget

Maintain county Extension budget to reflect current and accurate expense records. Use accounts, figures, and documented expenses in Excel program application to maintain these records as well as Budget Analysis from Blanco County Treasurer. Maintain paper records of items submitted for payment.

#### X. Miscellaneous Duties

May be asked to assist with work on special projects such as meetings, tours, validations and events as needed.