**Program Secretary Job Description**

**Job Title:** Taylor County Secretary (*County Paid Position*)
**Revised:** June 19, 2017
**Approved:** Taylor County Extension Service Committee
**Supervisor:** Taylor County Program Coordinator (CPC)
**Closing:** Application reviews will begin July 12, 2017 and continue until the position is filled

**SUMMARY**
This position works as a member of the WVU Taylor County Extension Service with program support for 4-H and youth, family and consumer sciences, and agriculture and natural resource programs and administrative office support.

**SALARY – County Paid Position**
--The successful candidate will be an employee of the Taylor County Commission
--The position will typically work 35 hours per week.
--The salary is $22,400 annually with benefits (Retirement, Health Insurance, paid vacation and sick leave)
--This position is partially levy funded and subject to change as a result of changes in available funding.

**APPLICATION PROCEDURE**
Send the following items electronically to John.Murray@mail.wvu.edu by midnight, July 11, 2017.
--Cover letter outlining experience and qualifications
--Resume
--List of five references (including address, e-mail, phone, and fax numbers) who can reflect on the applicant’s professional strengths

For inquiries, call:
WVU Taylor County Extension Service
7 Hospital Plaza
Grafton, WV 26354
Phone (304) 265-3303
Fax (304) 265-1480
John.murray@mail.wvu.edu

**ESSENTIAL DUTIES AND RESPONSIBILITIES**
In conjunction with county extension agents and staff, support 4-H and youth, family and consumer sciences, and agriculture and natural resources programs, and provide administrative, financial and technological support for the WVU Taylor County Extension Office.

**Administrative Support:**
45% **ADMINISTRATIVE SUPPORT**
- Serves as first contact with the public either by telephone or office visits. This position represents and upholds the principles of WVU Extension Service.
- Reviews, opens, and stamps incoming mail, directs e-mail, faxes and phone calls for the staff, prioritizing those requiring immediate attention, preparing responses, delegating as appropriate and bringing relevant items to the CPC’s attention.
- Prepares correspondence, letters, class handouts, meeting notes, evaluations, reports, and surveys from draft copy to final form utilizing Microsoft Word in a Windows environment.
- Prepares and packages outgoing correspondence and serves as office contact for UPS and FedEx mailing.
- Coordinates on- and off-site meeting and conference accommodations and oversees room reservations, refreshments, and equipment needs.
- Responds to direct telephone inquiries from statewide constituents as first position for office telephone coverage and direct callers to appropriate faculty or staff.
- Distributes mail and manages central collection and processing of photocopy and fax requests.
- Coordinates mass mailing distributions with Extension Operations/Facilities unit for statewide and national mailings.
- Composes simple to complex correspondence.
- Edits and formats documents, to comply with the University and Extension standards.
- Provides general technology consulting, including updating software and troubleshooting.
- Provides general office maintenance (vacuuming, dusting, etc.) and outside grounds maintenance (snow shoveling of office sidewalks, litter removal, etc.) as needed.

**35% PROGRAM SUPPORT**
- In conjunction with county extension agent provides secretarial support to the various family and health, 4-H and youth, community, economic and workforce development and agriculture and natural resources program areas.
- Make arrangements for meetings, workshops, and conferences for 4-H, family and consumer science and agriculture and natural resources programs and/or county affiliates in consultation with supervising agent.
- Assists in recruitment of new individuals to participate in current programming efforts using demographic data and diversity information.
- Assists with planning/conducting projects and events including Achievement Banquet, Officer Training School, camps, county events, poster contests, County Round-Up, etc. Includes tasks such as recruiting judges, participants, leaders, and obtains appropriate insurance coverage.
- Provides support in typing letters, processing bulk mailings, collecting information, contacting individuals, and finalizing reports in support of all Taylor County Extension programs.
- Maintain databases for agriculture and natural resources programs, families and health programs including Master Gardener, Community Educational Outreach Service (CEOS), Dining with Diabetes programs.
- Maintain the Taylor County 4-H records utilizing 4-H Online and other databases. Print reports as requested.
- Assists with planning/ projects and events including Achievement Banquet, Officer Training School, camps, county events, poster contests, County Round-Up, etc. Includes tasks such as recruiting judges, participants, leaders, and obtains appropriate insurance coverage.

**10% FAMILY NUTRITION PROGRAM SUPPORT**
- Support the Family Nutrition Program (FNP) as necessary.
- Provide support in typing letters, processing mailings, creating certificates, working with media print, collecting information, duplicating handout materials, pre-registrations of participants, and contacting individuals.
- Complete monthly reports as required by the FNP.

**5% FINANCIAL MANAGEMENT**
- Process invoices and other financial records in a timely manner.
- Keep up-to-date financial records providing monthly status reports of expenses and invoices to the CPC.
- Maintain inventory of office supplies advising county program coordinator when supplies are needed.
- Assists county program coordinator in completing and submitting reports as requested by Taylor County Commission, Board of Education, and WVU Extension Service.
- Monitor project/program expenditures in order to comply with “Best Practices for Money Management”.

**5% PROFESSIONAL DEVELOPMENT**
- Attends training sessions related to professional development and to comply with federal guidelines mandating such training.
QUALIFICATIONS:
- Background check required
- Available to work occasional evenings and weekends

Education and Experience:
- High school or G.E.D. diploma required.
- 6 months to 1 year of office experience required or an equivalent combination of education/experience is acceptable.
- 1-2 years experience working with youth and adults is preferred.
- 1-2 years experience working with community organizations/volunteers is preferred.

Knowledge:
- Knowledge of office methods, practices, and protocols
- General accounting procedures.
- Correct English, grammar, spelling, and punctuation.

Skills:
- Typing where both speed and accuracy are a necessity.
- Computer skills using a variety of software packages.
- Record keeping and general bookkeeping skills including mathematical skills to perform financial calculations.
- Strong organizational and time management skills to manage multiple projects, reports, faculty/support staff requests, and workload.
- Strong communication/interpersonal skills as needed (written/oral/telephone/in person) to perform duties in a professional, businesslike manner.
- Conflict resolution skills.

Abilities:
- Ability to complete assigned duties with minimal supervision.
- Ability to speak, write, and read English with a strong emphasis on knowledge of correct grammar, spelling and punctuation.
- Ability to operate standard office equipment (fax, copier, computer).
- Ability to operate computer utilizing various software packages and programs such as Windows, Microsoft Office (Access, Excel, Word, Outlook), Desktop Publishing, PowerPoint, etc.
- Ability to type with speed and proficiency.
- Ability to manage numerous projects simultaneously, reprioritizing them as necessary to meet deadlines.
- Ability to be assertive and proactive while being a self-starter.
- Ability to learn policy and procedures of WVU, WVU Extension, and the Extension Programs.
- Ability to maintain WVU attendance and punctuality standards.
- Ability to maintain confidentiality.
- Ability to work independently, in a structured environment, exercising judgment, tact and diplomacy in all interactions.
- Ability to operate effectively in a fast-paced, high volume environment that requires accurate information.
- Ability to work as a team member with supervisor and other staff members.
- Ability to communicate clearly and work effectively with persons from various cultures and backgrounds.
- Ability to concentrate and remain efficient in a high traffic environment.
- Ability to establish and maintain effective relationships and deal tactfully with both internal and external constituents.
- Ability to work with policies and procedures as set forth by funding agencies.
- Physical ability to perform routine office maintenance (inside/outside) using variety of cleaning tools or shovels.

The knowledge, skills, and abilities listed above are typically acquired through the levels of education and experience listed. However, any equivalent combination of education and/or experience, which provide an applicant with the listed knowledge, skills and abilities to perform the essential duties and responsibilities of the job, is acceptable.
**LICENSES**
- Valid driver’s license is required.

**COMPLEXITY AND PROBLEM SOLVING**
Problems may include: conflicts between clientele, clientele and member organizations, clientele and extension agents/staff, volunteers or volunteers and parents, funding bodies and WVU Extension, clientele and WVU Extension, and a need for clarification of organizational policy.

**FREEDOM OF ACTION**

**Type of Guidance and Review**
- The supervisors will conduct regular meetings to provide information and address problems as necessary.
- An annual performance appraisal will be conducted once a year.
- Employee is responsible for planning and performing the assignment, resolving most of the conflicts that may arise, and coordinating the work with others. Employee will keep supervising agent aware of progress and/or problems that may arise.
- Position is subject to review by Taylor County Extension Service Committee and Taylor County Commission.

**PHYSICAL DEMANDS**
High level of manual dexterity is needed to operate computer keyboard, fax machine, photocopier, and telephone. Constant eye movement is necessary when working with computer.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit, use hands to handle or feel, and reach with hands and arms. The employee is occasionally required to stand, walk, walk stairs, stoop, kneel, crouch or crawl, bend, shovel snow, and taste and smell. The employee must occasionally lift and/or move up to 50 pounds.

Provides own transportation to complete assigned duties. (Mileage reimbursement is provided).

**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 is occasionally exposed to moving mechanical parts and outside weather conditions. The noise level in the work environment is usually moderate; however, it can be high when multiple groups are present in and around the work environment.