
Office Program Assistant

Position Overview:

This position provides support for day-to-day operations at the UI, Owyhee County Extension.

Duties may include:

- Regular customer service and office function support.
- Facilitating communication between program participants and staff.
- Coordinating arrangements for educational events.
- Collecting, compiling, and summarizing program data and maintaining records.
- Other duties as assigned.

Assigned Duties:

- Estimated Effort Percentage – 60% - Supporting programs in Owyhee County by:
 - Working with educators, support staff, and volunteers to implement educational programs in Family & Consumer Sciences, Livestock/Range and 4-H.
 - Assisting in organizing and conducting county events and promoting activities.
 - Assisting with implementation of community outreach efforts and events.
 - Communicating with faculty, stakeholders, and volunteers the results of programs to maintain quality.
- Estimated Effort Percentage – 40% - Support front office needs by:
 - Providing regular customer service and overall office clerical tasks and support
 - Handling incoming phone calls and providing communication with clientele to address needs and inquiries.
 - Management of class registrations and program enrollments
 - Assisting with online presence such as county websites, social media, newsletter, and other online platforms.
 - Collecting and maintaining clientele payments.
 - Assisting with newsletter creation and hard copy mailing.
 - Creating and keeping files updated.

Required Experience:

- Experience using computer software and applications for word processing, developing spreadsheets, email, and internet research.
- Experience performing administrative, office and/or program support.
- Experience composing documents, using proper grammar and punctuation as demonstrated in application materials.

Required Other:

- Willing and able to occasionally attend pre-planned/pre-scheduled evening and weekend programs as needed.
- Willing and able to travel to other sites. Must have access to reliable transportation for travel. Mileage will be reimbursed per Owyhee County policy.
- Willing and able to lift and carry programming supplies and equipment up to 25 lbs.
- Willing and able to work in both indoor and outdoor settings.

Required Education:

- High School Diploma or equivalent

This description is a summary only and is describing the general level of work being performed, it is not intended to be all-inclusive. The duties of a position may change from time to time based on business need. We reserve the right to add or delete duties and responsibilities at the discretion of the supervisor and/or hiring authority.

Additional Preferred:

- Bachelor's degree in Education or a related field.
- Experience working in a collaborative environment to accomplish shared goals.
- Experience working with bilingual/bicultural audiences and/or ability to speak, write, and read Spanish on a basic level.
- Experience with program marketing and promotion.
- Experience organizing and managing information.
- Strong customer service skills.
- Strong written and verbal communication skills, including the ability to write reports and effectively speak to audiences.

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