

Administrative Assistant Job Description

I. Title: Lead Office Assistant

II. Name and Scope

The Lead Office Assistant of the Texas A&M AgriLife Extension Service works under the direction of the designated Extension Agent and/or Agents. The office is a business office. It is the responsibility of the Lead Office Assistant to maintain a business atmosphere through courteous treatment and efficient service.

III. Major Duties and Responsibilities

A. Receptionist - Public Relations

1. Opens office on time and remains on duty throughout office hours. Sees that office is neat and orderly in appearance. Be punctual - Office hours are from 8:00 a.m. -12:00 noon and from 1:00 p.m. to 5 p.m.
2. Directs visitors to the Extension Agent or correct information source. Must learn the agencies and local associations and organizations so the visitors needing information can be directed to the appropriate agency, association or organization.
3. Uses prompt and courteous telephones skills. If agent is out, supplies information when possible and keeps record of telephone calls and information requested for Agent's use of follow-up is necessary. Represents Texas A&M AgriLife Extension and associated organizations professionally and courteously.

B. Incoming and Outgoing Mail

1. Opens and reads all incoming official mail unless marked "personal or confidential." Sorts and distributes mail to Agent. Assembles information needed to answer letters and attaches any pertinent previous correspondence.
2. Ensures Agents is aware of urgent request or other communications requiring prompt attention. Makes notations, on own calendar and the calendar of the agents, of classes, conference, and deadline for reports.

C. Telephone

Answers telephone, properly identifies office, and speaks clearly and distinctly. Handles routine inquiries on own initiative and refers other calls to Agents. Keeps a record of calls received in absence of Agent and delivers all messages promptly. Knows the whereabouts of the Agents and expected time of return to office as well as where agent can be reached if necessary.

D. Letters, Memoranda, Reports, and Other Materials

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1. Use approved correspondence style, prepares correct number of copies, proofreads, and properly arranges all copies for signature. Prioritizes jobs when possible. Uses own judgment in the absence of instructions.
2. Ensures all request for information are handled as promptly as possible. Composes and types routing letters for Agent's signature.
3. Appropriately uses the designated postal service for the mailing of materials.
4. Prepares purchase orders, travel, news releases, speeches, radio and television scripts, and special reports requested by the agents.
5. Addresses envelopes from accurate mailing lists. Sends circular letters and any necessary enclosures.
6. Assists in organizing and copying materials for classes and other projects.
7. Assists Staff and Agents in ordering new or replacement business cards online.
8. Assists in obtaining signatures from all staff and Agents in regard to approving and preparing purchase orders and travel on an annual basis. Also, assists in obtaining signatures from all staff and Agents in regard to Conflict of Interest statements related to purchasing for the office.

E. Office Records and Files

1. Keeps records of itineraries and places of classes and tours. Maintains a calendar of events, including dates of Annual Interpretation events, Unit reports, Advisory meetings and graduations activities.
2. Codes material and files regularly according to the Uniform Filing System of Texas A&M AgriLife Extension maintains files neatly and systematically so desired information can be located promptly by agent as well as the secretary. Keeps the files current by continuously weeding according to instructions in Uniform Filing Guide and with the concurrence of the Agents.
3. Keeps papers filed or neatly arranged on disks and tables, if held for reference.

F. Reports and Expense Accounts

1. Assembles and compiles data for special reports. Enters client data into the federal EFNEP Evaluation/Reporting System (ERS) and submits to State office as requested.
2. Assists agent in submitting reports to District Extension Administrator/County

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Extension Director and State office on time.

3. Prepares vouchers, both for accounts payable and travel departments. Keeps track of voucher numbering system, being careful to “log” each voucher submitted (processing invoices, billing statements, or reimbursement) and travel prior to the transaction.

G. Mailing Lists

1. Maintains the official mailing lists desired by the Agent. Determines that addresses are complete and correct and that they are revised annually in accordance with requirements of the State office.
2. Maintains up-to-date personnel list of all Extension State and County Office professional staff members and lists of Texas A&M University faculty and staff. Also maintains list of agencies, associations, organizations, and commercial firms as desired by the agents.

H. Supplies and Publications

Maintains inventory of equipment and supplies. Consults with Agent on future needs and orders supplies in advance.

I. Office Machines

Is thoroughly familiar with and operates all office machines – computers, printers, fax machines, typewriters, calculators, copy machines, and answering machines.

J. Regulations and Policies

1. Studies various regulations and policies that apply to the operation of the office.
2. Attends regular office staff conference in order to stay abreast of all Extension program communications.
3. Has a personal interest in the success of the AgriLife Extension and willingly accepts responsibility for working with all phases of the programs.
4. keeps informed on the Equal Employment Opportunity Program of Texas AgriLife Extension.
5. Maintains ongoing awareness and implementations of rules and regulations in regard to fiscal aspects of the programs, on both a state and federal level.

I. Other

1. Assists with additional work when necessary due to fairs, special classes, graduation

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programs, etc.

2. Performs other duties as assigned.

IV. Qualifications

- A. High school diploma or GED.
- B. Knowledge of the operations and care of a computer and special computer programs pertinent to the office operations. Ability to enter data on reports.
- C. Knowledge of business English, spelling punctuation, and math. Possession of a good vocabulary including acquaintance with technical terms related to the field of assignment.
- D. Knowledge of modern office practices, procedures, systems, equipment, and machines.
- F. Ability to make arithmetical computations and tabulations accurately and with reasonable speed.
- G. Ability to use computer software programs, such as Microsoft Word, Publisher, Word Perfect, and/or Quicken.
- H. Ability to establish and maintain effective working relationships with superiors and associates. Ability to effectively convey information to the general public and special groups.
- I. Access to reliable transportation to perform all required travel tasks. If a personal car will be used for work, employee should have a current Texas driver's license and proof of liability insurance for the personal work vehicle.
- J. Able to perform occasional bending, reaching, and moderate lifting of teaching materials and equipment.
- K. Access to and ability to be reached by telephone.
- L. Successful completion of a criminal history check.

Non-faculty Performance Evaluation

Overview

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The AgriLife Program performance evaluation process is based on the belief that employees are our most critical reason and individual performance and development is the prime consideration in determining their value and contribution toward goals. Therefore, the process is designed to improve job understanding and job competency; for mutual goal-setting to reward special meritorious job accomplishment as funding permits, and to identify unsatisfactory performance and counsel employees toward corrective actions. Performance evaluation must be viewed as a continuing process throughout the year, with a formal evaluation conducted at list once a year using the performance evaluation form. Supervisors are encouraged to interact and/or meet periodically with employees about the job. The once-a-year performance evaluation should be a summary of earlier discussions with a significant portion of the conference devoted to discussion of future performance planning.