Extension Administrative Assistant Expectations

General Responsibilities

- Provide daily office support: answer calls, return voicemails, check mail, respond to emails within 24 hrs.
- Keep Outlook Calendar current; complete tasks promptly or follow up if delayed.
- Learn office operations, groups, and contacts (Crop Improvement Board, 4-H, Pesticide Certification).
- Maintain accurate financials: vouchers, reimbursements, monthly reconciliations.

Communication & Coordination

- Take notes in meetings; follow up on action items.
- Serve as point of contact for staff, community members, county officials, and Extension partners.

Office Management

- Keep office clean (vacuum & empty trash as needed).
- Maintain organized files (digital & paper).
- Manage supplies and equipment; troubleshoot minor issues.
- Printers for office use only.

Task & Project Support

- Prepare financial reports as needed.
- Assist with event planning: advertising, supplies, setup/takedown, deadlines, content creation, ordering, etc.

Professionalism & Growth

- Greet visitors warmly; maintain confidentiality and professionalism at all times.
- Represent Extension positively in the community.
- Be open to training, feedback, and process improvements.

Performance Standards

- **Timeliness:** At desk by 8:30 AM; tasks completed same day or with updates.
- **Accuracy:** Thorough, proofread work with minimal errors.
- **Reliability:** Dependable attendance and punctuality.
- **Confidentiality:** Handle sensitive information responsibly.
- **Initiative:** Anticipate needs and act without waiting for direction.

Summary:

The purpose of the Administrative Assistant position is to provide office management and administrative support to the Extension Agent. This position requires a professional, personable individual who has excellent verbal and written communication skills with proficiency in Microsoft Office programs, Canva, and financial accounts/reconciliation. The ability to take initiative, prioritize and organize tasks, and work independently is crucial to success in this position

Duties/Responsibilities:

- Receive visitors and answer phone, directing clients as appropriate. Provide routine information as requested, screen requests for information, and direct to the appropriate person.
- Help plan, organize, and run events in the county.
- Create event flyers, social media posts, etc
- Assist with 4-H program needs such as registrations/enrollments, newsletters, county events, and Achievement Days.
- Office support for Extension, Towner County Weed Board, Towner County Crop Improvement Association, 4-H, and Pesticide Training/Exams (not exhaustive)
- Manage financial data for the office/boards/groups as necessary
- Complete required and recommended NDSU trainings for support staff