

Position Title: Clerk III

FLSA Status: Non-Exempt

Reports to: Extension Area Director

Pay Grade:

Department: Extension

I. Position Summary

This position provides advanced administrative, program, marketing, communications, and educational materials support to the Extension Department and Extension educators. The position collaborates with staff to support educational programming, develop and distribute educational and promotional materials, coordinate program logistics, maintain communication platforms, and provide responsive, courteous, and efficient customer service in support of departmental operations and community outreach.

This position description has been prepared to assist in evaluating duties, responsibilities, and skills of the position. It is not intended to be an all-inclusive list of duties and responsibilities. Responsibilities may change based on departmental needs, and employees may be assigned additional duties, projects, and assignments to support Extension operations, programming, and county priorities.

II. Essential Duties and Responsibilities

- Support Extension Educators and programs; prepares, edits, formats, copies, collates, and distributes educational materials, newsletters, reports, news releases, presentations, displays, exhibits, promotional materials, and program resources for Extension programs and services.
- Assists educators in creating and maintaining accessible websites, documents, presentations, forms, registration materials, and digital content that comply with applicable accessibility standards and organizational requirements.
- Performs reception and customer service functions including answering telephone calls, routing calls, taking and delivering messages, greeting clientele, answering questions, and providing basic program information to the public.
- Maintains and updates Extension website content, social media accounts, electronic communication platforms, and program calendars to support educational outreach, public awareness, and participant engagement.
- Has a working knowledge of online design, content creation, and office productivity tools (such as Canva, Microsoft 365, Google Workspace, and similar platforms) used for correspondence, reports, educational resources, newsletters, program materials, brochures, presentations, and marketing materials.
- Database management such as the 4-H Online Program enrollment database – manage, enter, review, and approve records and information in the program’s database. Creating necessary reports and specialized mailing lists associated with such databases.
- Responsible for maintaining and reconciling office finances, budgets, and educator/coordinator program accounts. Posts receipts and expenditures, prepares deposits and sends payments for department’s bills. Prepares monthly vouchers for office expenses for Extension Committee meetings. Purchases office equipment and supplies, keeps office inventory. Prepares Agriculture and Extension Committee agendas, minutes, and correspondence as directed. Maintains documentation and collects monies, issues receipts, and logs receipts for dues, services, registrations, and payment of publications and materials. Maintains inventory of program literature, bulletins and office supplies.
- Maintains electronic and paper filing and record systems to provide easy access to records and information; provides retention of records as required by Department and County policies.

III. Related Job Functions

- Demonstrates strong organizational, time-management, and problem-solving skills, including the ability to prioritize multiple assignments, manage competing deadlines, communicate workload concerns, adapt to changing program needs, and manage multiple priorities and frequent interruptions.
- Responsible for working safely and following safety practices and standards of the facility; responsible for reporting and/or correcting any existing or potential safety or accident hazard.
- Communicates effectively and professionally, both orally and in writing.
- Creates and maintains excellent customer relations with a wide diversity of clientele.
- Establishes and maintains effective working relationships with co-workers and others.
- Works independently and works as a team; seeks supervision as appropriate.
- Attend staff meetings and training sessions as requested.
- Records vacation and sick leave as directed.
- Performs related work as required or directed.
- Performs County Fair tasks in cooperation with the Fair Coordinator and the Area Extension Director.

IV. Physical Demands

This work requires the occasional exertion of up to 30 pounds of force; work regularly requires sitting, frequently requires standing, speaking or hearing, using hands to finger, handle or feel and repetitive motions and occasionally requires walking, stooping, kneeling, crouching or crawling and reaching with hands and arms. Frequently moves around office and waits on counter; moves about the office building. May travel to other offices or sites for meetings, programs, mail, etc. Involves minimal potential and/or direct exposure to blood or body fluids.

V. Workplace Expectations

This is an onsite position with the expectations that this person is present during established working hours of operation. Hours of operation are Monday through Friday, 8:00 am – 4:30 pm with designated break times.

VI. Education and Training Requirements

- Graduation from an accredited high school, or GED. Vocational/Associate degree in related field with advanced technical training; preferably supplemented by three years of office experience and some experience working with various socio-economic levels of public; or any acceptable equivalent combination of training and experience which provides the required knowledge, skills, and abilities to perform the duties of the position.
- Possession of a valid driver's license and reliable transportation with adequate auto insurance to meet minimum County requirements, or access to reliable transportation for city and rural travel.

Employee Signature & Date: _____

Supervisors Signature & Date: _____