

**Jefferson County
Position Description**

Name:

Department: UW Extension

Position Title: Administrative Assistant II

Pay Grade: 3

FLSA: Non-exempt

Date: December 2023

Reports To: UW Extension Agent

Purpose of Position

The purpose of this position is to perform administrative and clerical support for UW-Extension and other County departments, if needed.

Essential Duties and Responsibilities

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Answers telephones and gives information to callers; takes messages or transfers calls to appropriate individuals. Greets the public, answers general questions, processes mail, and orders supplies.
- Creates, maintains, and enters information into databases. Uses computers for various applications, such as database management or word processing.
- Sets up and manages paper or electronic filing systems, recording information, updating paperwork, or maintaining documents, such as participant records, correspondence, or other material.
- Operates office equipment, such as fax, scanner machines, copiers, or phone systems and arranges for repairs when equipment malfunctions.
- Provides excellent customer service to clients, other staff, and contacts with University of Wisconsin Extension and County departments.
- Schedules and maintains various calendars electronically reflecting meetings, trainings, vacations, etc.
- Reviews and inspects information for completeness, accuracy; enrolls registrants for a wide variety of programs and classes. Collects fees for programs.
- Assists with setting up meetings, providing materials and supplies, agendas, and supporting documents and minutes.
- Prepares communication pieces such as pamphlets, newsletters, and monthly reports.
- Sends communications through 4HOnline regularly to all 4-H members regarding upcoming events, dates, volunteer status, and other important information.
- Provides various program and technological support to educators and the Area Director.
- Updates website and social media outlets, as well as assists with technology needs for meeting rooms.

- Complies with County HIPAA Policies and Procedures.
- Adheres to and promotes safety as a priority in the workplace.
- Performs other duties as may be assigned or may develop.
- Demonstrates dependable attendance.

Additional Tasks and Responsibilities

While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.

Provides backup to other support staff and demonstrates willingness to work flexible schedules to support staff.

Minimum Training and Experience Required to Perform Essential Job Functions

High school diploma or equivalent required with one to two years related experience and/or Associates degree; or equivalent combination of education and experience.

Preferred Training and Experience Required to Perform Essential Job Functions

Three years related experience and/or Associate degree and one year experience; or an equivalent combination of education and experience.

Other Requirements – Certificates/Licensures

Valid Wisconsin driver's license.

Knowledge, Skills, Abilities

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to deal with problems involving a few concrete variables in standardized situations.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to reliably and predictably carry out one's duties.
- Ability to speak effectively before groups of customers or employees of organization.
- Ability to write routine reports and correspondence.
- Knowledge of accounting principles and practices, accounts payable, and payroll practices.
- Knowledge of administrative practices and procedures; business English, spelling, grammar; operation of office equipment; word processing, databases, scanning, presentation, and spreadsheet software.
- Knowledge of County government organization and operation and interrelationships between governments and the community.

- Knowledge of principles and processes for providing customer service. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Skill in prioritizing workload, developing action plans and meeting deadlines.

Supervision

None.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties and responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this position, the employee is regularly required to sit; use hands to finger, grasp, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl. Lifting, moving, pushing, or pulling up to 10 pounds does not generally occur, but may occur when lifting boxes, books, or paper. Specific vision abilities required by this job include close vision, color vision, depth perception and ability to adjust focus, distance vision.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential duties and responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this position, the employee is not regularly exposed to adverse conditions. The noise level in the work environment is usually moderate.

Jefferson County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act as Amended, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

I have read and understand the duties of this job description and, by signing below; I agree that I can perform the duties of this position with or without reasonable accommodation.

Employee

Date

Supervisor

Date

Human Resources

Date