

Texas A&M AgriLife Extension Service

Office Manager Job Description

Nature and Scope

The *office manager* of the Texas A&M AgriLife Extension Service office is employed by the county but works under the direct supervision of the County Coordinator and Extension Agents. The *office manager* is responsible for organizing and coordinating office operations and procedures to ensure organizational effectiveness and efficiency. The county Extension office is a business office. It is the responsibility of the *office manager* and agents to maintain a business atmosphere and create a feeling of goodwill on the part of the caller to the office through courteous treatment and efficient service.

Clientele

The *office manager* must be congenial, friendly and versatile in meeting the public. The County Extension Agents' job in planning, coordinating and presenting educational opportunities, programs and activities requires them to be out of the office the majority of the time. The *office manager* plays a vital role in the success of the total County Extension Program due to their constant contact and established business relationship with the clientele. The county office is an educational resource link to the district and state Texas A&M AgriLife Extension Service network, handling multiple telephone calls and office visits per day. Clientele includes 4-H member families and other youth, school faculty, Extension faculty, business people, community leaders, adult volunteers, general public, ag producers, homeowners and other agricultural related office personnel.

Major Duties and Responsibilities

1. Maintain Office Services

- Control correspondence
- Review and approve supply requisitions
- Liaise with other agencies, organizations, and groups
- Maintain office equipment

2. Maintain Office Records

- Design filing systems
- Ensure filing systems are maintained and up to date
- Define and follow procedures for record retention
- Ensure protection and security of files and records
- Transfer and dispose records according to retention schedules and policies
- Submit monthly reports and receipts to County Treasurer
- Maintain Activity and Education checking account, MUST become a public notary and bonded.

3. Maintain Office Efficiency

- Plan and implement office systems, layout and equipment procurement
- Maintain, manage and replenish inventory
- Anticipate needed supplies
- Verify receipt of supply
- Answer and log all phone calls, mail-outs, and e-mails
- Assist County Extension Agents in all areas needed

4. Planning and Promoting

- Assist agents with planning educational programs and activities to benefit residents of the County
- Prepare and design weekly newsletters promoting agriculture, youth programs, and healthy living

4-H Newsletter

Ag & Natural Resources Newsletter

Better Living for Texans Newsletter

Family & Community Health Newsletter

- Maintain the County website by updating and posting articles, newsletters, and county information
- Write and submit newspaper articles to county newspapers highlighting upcoming extension programs, 4-H events, and articles concerning agriculture and family and consumer science
- Assist agents with planning evaluation techniques for significant program activities
- Assist in planning of programming efforts
- Assist in submitting travel and hotel arrangements for agents

5. Program Implementation

- Assist county agents in implementing educational programs and activities in assigned program areas
- Be prepared to assume leadership or serve in a supporting role in implementing emergency programs
- Work with youth and adult volunteers as they serve on committees, clubs, and organizations
- Train other county offices on software and newsletter preparation as needed
- Assist agents and youth as they use a variety of teaching methods, techniques, activities, and materials in conducting educational programs
- Work with agents as they support Extension-sponsored groups, such as 4-H clubs, TEEA clubs, and agricultural organizations

6. 4-H Program

- Provide information to families who inquire about the 4-H Program
- Assist agents in planning and implementing workshops, trainings, camps, recognition events, and fundraisers
- Ensure all paperwork is completed correctly for county, district, and state contests and is submitted by the due date to the proper office
- Approve all 4-H member registrations and contest entries via 4-H Online.
- Prepare a weekly 4-H Newsletter to distribute to all 4-H members virtually.
- Notify 4-H members of all upcoming events and event reminders via e-mail, telephone, or mail
- Design annual slide show with music for the 4-H Banquet highlighting 4-Hers and events of year

7. Reporting

- Prepare annual, monthly, and special reports for agents to be shared with appropriate individuals and groups
- Assist agent in submitting weekly Crop Report to the United States Agriculture Department
- Assist agent in preparing and submitting Ag Increment Report

8. Livestock Projects and Stock Shows

- Prepare, submit to state office, and maintain livestock validation paperwork for horse, lamb, steer, swine, and goat projects
- Assist families with stock show entries for county and major shows
- Collect livestock validation fees and entry fees
- Ensure all 4-Hers have completed all required paperwork prior to receiving show checks

9. Annual Budget

- Assist agents in preparing the Extension budget for the physical year
- Assess what costs can be eliminated from the budget
- Assess upcoming expenses to be submitted for budgeting approval

Knowledge, Skills and Abilities

1. Knowledge

- Knowledge of office administration
- Ability to maintain a high level of accuracy in preparing and entering information

2. Skills

- Excellent interpersonal skills
- Team building skills
- Analytical and problem solving skills
- Decision making skills
- Effective verbal and listening communications skills
- Attention to detail and high level of accuracy
- Very effective organizational skills
- Effective communications skills

- Computer skills including the spreadsheet and word processing programs, and e-mail

Microsoft Word
Microsoft Excel
Microsoft Power Point
Microsoft Publisher
Microsoft Outlook Email/Calendar
Microsoft TEAMS
4-H Online
Social Media Outlets
Canva
Adobe
Mail Chimp
Stamps.com

- Time management skills
- Very effective teamwork skills

Working Conditions

Physical Demands

The *office manager* will spend long hours sitting and using office equipment and computers, which can cause muscle strain. The *office manager* will also have to do some lifting of supplies and materials from time to time.

Environmental Conditions

The *office manager* is located in a busy, open area office. The *office manager* is faced with constant interruptions and must meet with others on a regular basis. The *office manager* will work hours of 8:00am – 5:00pm Monday through Friday, given one hour for lunch. Additional time will be required based on needs. Any personal errands will need to occur before or after regular business hours unless pre arranged by the county agents.

Mental Demands

There are a number of deadlines associated with this position, which may cause significant stress. The *office manager* must also deal with a wide variety of people on various issues. Confidentiality must be maintained amongst highest degree.

Office Manager Signature_____

Date_____

County Coordinator Signature_____

Date_____

Supporting Agent Signature_____

Date_____

Supporting Agent Signature_____

Date_____

Supporting Agent Signature_____

Date_____