

**Walla Walla County
Position Description**

JOB TITLE: Senior Office Assistant/Receptionist
DEPARTMENT: Extension Office
REPORTS TO: WSU Extension Director
PAY GRADE: 2, Part-time (15-24 hours/week), No Benefits

JOB SUMMARY: This position provides support and assistance to WSU Extension Office personnel by working and communicating with the public in a variety of ways: answering the WSU Extension office phone and providing information; greeting office visitors and providing public information and hand-out materials. Performs general office duties using a variety of office machines and computer software programs, such as data entry software and Microsoft Office. Hours may vary depending on workload; flexibility in working schedule is required.

SUPERVISORY RESPONSIBILITIES: Supervision is not a normal responsibility of this position. Supervision of volunteers, Retired and Senior Volunteer Program (RSVP), and temporary help is possible.

ESSENTIAL FUNCTIONS:

- Acts as counter clerk and office and phone receptionist, answering inquiries from the public, WSU, and the County.
- Manages calendars and makes appointments for staff, meeting rooms, and equipment.
- Performs all clerical and secretarial duties related to the preparation, dissemination, and inventory of all forms of information.
- Posts inventory and fiscal records into databases and prepares required documentation. Verifies invoices and receivables.
- Monitors compliance with appropriate civil rights and affirmative action plans and practices while promoting inclusion and multiculturalism.
- Responsible for creating, editing and maintaining mailing database for industry stakeholders (Microsoft Access) and 4-H leader and member database.

EXAMPLE OF DUTIES:

- Answers multi-line phone system.
- Organizes and files all documents, forms, publications, videos, email, and correspondence according to classification and keeps an electronic index.
- Composes forms, letters, spreadsheets, news releases, and enters information to website as well as proofreading.
- Collects fees for publications, materials, and exams.
- Responsible for inventory, ordering, and sales reports of materials and equipment.
- Creates and designs finished products from drafts of newsletters, educational brochures, posters, and professional publications.
- Remain current and follow mailing regulations through WSU, the County, and United States Postal Service.

- Supports event functions including seminars, banquets, recognition ceremonies, fairs, conferences, and programs.
- Understand and carry out the principles and specific requirements of the Civil Rights Act of 1964, the Americans with Disabilities Act, the Affirmative Action Plan, and all pertinent rules and regulations.

EQUIPMENT TO BE USED: Operate a variety of office machines and equipment including computers (PC, internet, intranet), scanner, printers, fax, folder, and copier. Utilizes a variety of computer software including Microsoft Office.

WORKING ENVIRONMENT/ PHYSICAL ABILITIES: Work is most often performed in the usual office environment. Physical abilities required for this position are ones typically related to office operations including, manual dexterity and visual acuity to operate personal computers and other office equipment, access filing system, and have sufficient hearing and speech ability to communicate verbally and lifting up to forty (40) pounds.

KNOWLEDGE AND ABILITIES:

- Self-starter with the ability to multi-task and work independently.
- Ability to communicate effectively to small and large groups; work with public, staff and others in a professional manner.
- Must possess the ability to express ideas clearly and concisely orally and in writing.
- Ability to understand procedures and policies.
- Ability to work a flexible schedule, attend job related training, workshops and out-of-town meetings, some of which are outside of normal working hours.
- Basic knowledge of office methods and equipment.
- Ability to work in a fast-paced environment.
- Ability to understand and follow written and oral instructions.
- Must be a team player and have the ability to work independently.

EDUCATION AND EXPERIENCE: High school diploma or equivalent and two years of progressive office experience and data entry skills of 40 wpm. Proficiency in Microsoft Office programs including Word, Excel, Access, Power Point, web design, and desktop publishing is preferred.

LICENSES AND OTHER REQUIREMENTS: Valid driver's license required. Must have the ability to attend meetings, events, and workshops outside of regular work hours. Must successfully pass a background check and a driving record check.

THIS POSITION DESCRIPTION DOES NOT CONSTITUTE A CONTRACT FOR EMPLOYMENT.