

**CORNELL COOPERATIVE EXTENSION ASSOCIATION OF ORANGE COUNTY
STAFF POSITION DESCRIPTION**

Current Incumbent, if any:

Date Written/Revised: 6/13/2018

CCE Classification Job Title: Association Administrative Assistant I

Position #:

Working Title (if different): Association Receptionist

FTE: 1.0

Reason: New Position Revision

FLSA: Exempt Non-Exempt

REPORTING RELATIONSHIP(S):

Immediate Supervisor's Name and Classification Job Title: Peggy Kral, Association Senior Administrator

Position(s) Supervised / Direct Reports: None

Volunteer Oversight: No Yes

POSITION SUMMARY:

Under the direction of the Association Senior Administrator, this position works to provide quality telephone reception service for the Association. This position will provide secretarial, clerical and administrative support to the Program and Administration areas as needed. Responsibilities include diversified duties including: receiving and greeting customers/clientele and providing basic information on programs and events, answering the telephone daily, directing calls to appropriate staff, and providing overall customer service for the Association. This individual will oversee the materials in the Resource Room available to the general public, alerting appropriate staff when any replenishment is needed.

REQUIRED QUALIFICATIONS:

- High School Diploma or equivalent education.
- Experience relevant to the role of the position.
- Proficiency with windows-based software including use of the internet and Microsoft Office Suite including Outlook, Word, PowerPoint, Access, and Excel.
- Ability to plan and organize personal work responsibilities according to priorities developed with immediate Supervisor.
- Ability to work with a high degree of integrity, sound professional judgment, and the ability to handle confidential and sensitive information.
- Ability to follow oral and written instructions and assume responsibility with general guidelines and direction.
- Demonstrated ability to use a multi-line telephone system.
- Ability to communicate effectively through verbal, written and visual channels using traditional methods and educational tools, as well as electronic technology (e.g., video, audio, computers, etc.).
- Ability to relate effectively to staff, visitors, community, and professional leaders.
- Ability and willingness to work with diverse audiences and maintain cultural sensitivity.
- Ability to meet acceptable background check standards and motor vehicle standards.
- Ability to work flexible hours which may include evenings and/or weekends, as appropriate.

PREFERRED QUALIFICATIONS:

- Associate's Degree in Business, Communications, Information Technology and/or secretarial science and 3 years of relevant experience.
- Post high school level coursework appropriate to the responsibilities of the job.

SUBJECT MATTER/BACKGROUND:

- | | | |
|---|--|---|
| <input type="checkbox"/> Agriculture and Food Systems | <input checked="" type="checkbox"/> General Administration | <input type="checkbox"/> Farm |
| <input type="checkbox"/> Nutrition, Food Safety & Security and Obesity Prevention | <input type="checkbox"/> Information Technology | <input type="checkbox"/> Grant/Contract |
| <input type="checkbox"/> Environment and Natural Resources, Sustainable Energy and Climate Change | <input type="checkbox"/> Finance | <input type="checkbox"/> Communication |
| <input type="checkbox"/> Community and Economic Vitality | <input type="checkbox"/> Human Resources | <input type="checkbox"/> Other |
| <input type="checkbox"/> 4-H Youth Development and Children, Youth and Families | <input type="checkbox"/> Facility | |

ALL INTERESTED CANDIDATES MUST APPLY ONLINE AT

https://cornell.wd1.myworkdayjobs.com/en-US/CCECareerPage/job/New-York-State-Other/Receptionist--Middletown--NY_WDR-00015542 Salary \$14.28 hr.

Deadline for applying is July 18, 2018. Full time, non-exempt 40hrs/wk.; benefits eligible.

RESPONSIBILITIES/ESSENTIAL FUNCTIONS:

Administrative Responsibilities:

Coordination/Operation	95%
<ul style="list-style-type: none">• Facilitate the use of multi-line telephone system, answering the telephone on a daily basis directing calls to appropriate staff, program area or voice mail.<ul style="list-style-type: none">➤ Open the phone lines each morning.➤ Relay messages received overnight in voice mail to appropriate staff or program area.➤ Answer phones in a timely manner.➤ Direct calls to appropriate staff.➤ Close the phone system at the end of the day.➤ Monitor the message structure on the phone system – updating daily as needed.➤ Train and assist other staff handling the phone system.➤ Assist the supervisor in phone maintenance as needed.• Welcome and greet the general public, clientele, staff, visitors, and volunteers daily directing them as needed.• Notify personnel of visitor arrivals.• Maintains clean and safe reception area by complying with procedures, rules, and regulations.• Sort and distribute incoming mail.• Receive and sign for packages from delivery companies, such as UPS, Federal Express, Postal Service, etc. and notify appropriate staff of arrival.• Download and distribute Internet messages as appropriate.• Maintain awareness of CCEOC programs and distribute materials to the general public when requested or walk into the office.• Maintain an organized system for handling pertinent information, e.g. class schedules, program events, hotline numbers, etc. in order to respond efficiently to requests from staff and clients.• Under the direction of supervisor, provide proof reading for Association printed materials.• Orient new employees to use of telephone system.• Oversee the materials in the Resource Room available to the general public.• Provide basic and accurate information in-person and via phone and/or email.• Assist program areas and Administration by typing general correspondence and assembling materials as needed.• In collaboration with program staff, maintain resources that enhance current program goals and meet public needs for information.• Maintain event boards and information racks with updated fliers, newsletters, brochures, etc. for distribution to the general public.• Accurately record all sales, acting as custodian of the Resource Room Change Fund (\$25.00) for any fees attached to resource materials, such as soil testing fee.• Assist with bulk mailings and other assembly tasks as requested.• Maintain meeting rooms calendar both electronically and hardcopy.• Other duties as assigned.	
Professional Improvement	5%
<ul style="list-style-type: none">• In cooperation with Supervisor and/or Executive Director, jointly develop and pursue a professional development plan as a means to increase competencies relative to position accountabilities and to address changes and Association priorities.• Collaborate in activities that are in general support of Cornell Cooperative Extension and perform other duties as assigned.	

Health and Safety	Applied to all duties and functions.
--------------------------	--------------------------------------

- Support the Association to maintain a safe working environment.
- Be familiar with and strive to follow any applicable federal, state, local regulations, Association health and safety policy/procedure/requirement and standard.
- Act proactively to prevent accidents/injuries and communicate hazards to supervisors when identified.

EEO/EPO and Policy	Applied to all duties and functions.
---------------------------	--------------------------------------

- Appreciate and embrace diversity in all interactions with clientele, staff, volunteers and the public.
- Assist the Cornell Cooperative Extension system in reaching out to diverse audiences.
- Aware of, and adheres to, established Cornell Cooperative Extension Association of Orange County policies, procedures and Cornell Cooperative Extension Skills for Success.
- Contribute to the overall success of the organization by performing all assigned duties in a professional, timely and accurate manner.

CCE Admin HR approved 7-2-18.

Equal Opportunity Employment

Cornell Cooperative Extension is an employer and educator recognized for valuing AA/EEO, Protected Veterans, and Individuals with Disabilities.

For each factor below, choose the phrase that best fits the characteristics of this position:

SCOPE OF IMPACT OF THE POSITION:

Moderate - beyond the program

INTERACTION WITHIN ASSOCIATION:

Assist others; provide/obtain cooperation

INTERACTION WITH VOLUNTEERS:

Provide general guidance

INTERACTION OUTSIDE ASSOCIATION:

Limited

COMPLEXITY OF SUPERVISION TO EMPLOYEES:

None - No responsibility for others

COMPLEXITY OF WORK:

Limited - Predominantly follows established procedures, policy; makes routine decisions within prescribed limits

LEVEL OF DECISION-MAKING ACTIVITY:

Limited

SUPERVISION RECEIVED:

High - General supervision

SUPPORT SKILLS-WRITING

Limited writing required

SUPPORT SKILLS-COMPUTER

Moderate - Uses a variety of basic and advanced business/technical programs/applications to perform responsibilities involving data management and analysis

WORKING CONDITIONS:

**ESSENTIAL PHYSICAL
REQUIREMENTS*:**

Typically lifts 10 to 20 lbs

VISUAL:

Normal concentration

HAZARDS:

Limited exposure

OPTIONAL:

SIGNATURES

EMPLOYEE SIGNATURE

DATE

SUPERVISOR SIGNATURE

DATE

ASSOCIATION EXECUTIVE DIRECTOR SIGNATURE

DATE



Skills for Success

(The following skills are essential for individual and organizational success.)

Skills	Examples of Demonstrated Behavior
Health and Safety	<ul style="list-style-type: none">Support the association to maintain a safe working environment.Be familiar and strive to follow any applicable federal, state, local regulations, association health and safety policies, procedures, requirements or standards.Act proactively to prevent accidents/injuries and communicate hazards to supervisors when identified.
Job Skills	<ul style="list-style-type: none">Demonstrates competence in tools, equipment, software and technologies to effectively complete assignments and job tasks.Maintains professional certifications, licensing and education in functional expertise and effectively applies knowledge.Understands, interprets and applies regulations, policies and contracts to deliver effective results.Uses good judgment, information and observations to evaluate and recommend actions to support decisions and deliverables.
Inclusiveness	<ul style="list-style-type: none">Demonstrates the ability to communicate across difference to create a collaborative, collegial, and caring community.Increases cooperation, honesty, openness and a welcoming environment for all and speaks up when others are being excluded or treated inappropriately.Supports/increases participation of key and diverse employees in career/professional development opportunities and in campus/community involvement.Actively supports work/life integration in the workplace.Recruits, hires and engages high performing diverse employees.
Adaptability	<ul style="list-style-type: none">Anticipates and adapts to changing priorities and additional demands.Is flexible, open and receptive to new information, ideas and approaches which enhance Cornell's capacity to thrive in the future.Embraces, promotes and implements change.Modifies one's preferred way of doing things when it benefits the whole focusing on long-term vision rather than short-term gains.
Self-Development	<ul style="list-style-type: none">Is self-aware; seeks and acts upon performance feedback.Seeks and acts on opportunities for development; takes measures to ensure personal well-being and balance.Works to continuously learn and improve.Applies learning to evolving assignments.
Communication	<ul style="list-style-type: none">Expresses thoughts clearly, both orally and in writing.Demonstrates effective listening skills; seeks to understand and be understood.Asks questions and shares knowledge and information to help others clearly understand processes and desired results.Gives, receives and acts upon helpful and timely feedback.
Teamwork	<ul style="list-style-type: none">Shows respect, compassion and empathy for others, even in difficult situations, building an environment of trust.Works effectively and cooperatively with others, willingly admitting mistakes and offering apologies.Acknowledges the support and contributions of others, involving them as appropriate when outcomes will impact their work.Has a positive attitude and understands how behaviors impact others.
Service-Minded	<ul style="list-style-type: none">Is diplomatic, courteous and welcoming, striving to satisfy external and internal customers.Supports ideas, solutions and changes to processes to ensure high quality outcomes.Reaches out in a timely and responsive manner to resolve problems and conflicts.Negotiates well, finding and orchestrating win-win solutions.
Stewardship	<ul style="list-style-type: none">Strives to develop and implement best practices; encourages others to adopt a culture of sustainability and efficiency.Demonstrates high standards of personal conduct and owns the consequences of one's own actions.Exercises sound and ethical judgment no matter how difficult or contrary; considers environmental, economic, compliance and social impacts in decision-making.Shows commitment to unit and Association goals and delivers results.
Innovation	<ul style="list-style-type: none">Looks for advancements in products, processes, services, technologies or ideas.Identifies opportunities in challenges and shows initiative to make changes.Demonstrates innovative, creative and informed risk taking.Shows foresight and imagination to see possibilities, opportunities and trends.