

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

Current Incumbent, if any: Open Position

Date Written/Revised: 08-23-2018

CCE Classification Job Title: Association Administrative Assistant II

Position #: TBD

Working Title (if different): Information and Referral Admin. Assistant

FTE: 100%

Reason: New Position Revision

FLSA: Exempt Non-Exempt

REPORTING RELATIONSHIP(S):

Immediate Supervisor's Name and Classification Job Title: Leslie Cherry, Association Resource Educator

Position(s) Supervised / Direct Reports *(The following positions report directly to this incumbent. Please use classification titles.)* This position has no supervisory responsibilities/direct reports.

Volunteer Oversight: No Yes *(If the answer is Yes, please indicate number of volunteers supervised.)*

POSITION SUMMARY:

Explain the purpose for the position and summarize the responsibilities.

This position will serve as the Administrative Assistant for Cornell Cooperative Extension Association of Jefferson County and will provide support to the Fort Drum Information and Referral Program to include, but not limited to: answering phone calls, greeting and directing visitors, registering program participants, database entry, organizing files and storage and supply areas, updating documents, etc. Will provide administrative support to specific program areas, as needed. This position will support program activities and requirements consistent with Army Community Services (ACS) and program accreditation standards. This position will represent Cornell Cooperative Extension to the general public, community leaders and government officials in a professional manner. Will appreciate and embrace diversity in all interactions with clientele, staff, volunteers, and the public.

REQUIRED QUALIFICATIONS:

Specify required minimum equivalency for education, experience, skills, information systems knowledge, etc.

- High School Diploma or Equivalent Education.
- Experience relevant to the role of the position.
- Valid NYS Driver's License and the ability to meet travel requirements associated with this position.
- Ability to meet acceptable background check standards, if required (DMV and Criminal Background Checks).
- Ability to work flexible hours which may include evenings and/or weekends, as appropriate.

PREFERRED QUALIFICATIONS:

Specify preferred specialized education, field and/or certifications.

- Knowledge of Information and Referral guidelines, procedures and policies.
- Knowledge of community, social and human service organizations, employment services and resources.
- Demonstrated ability to utilize program resources within the Fort Drum and general community.
- Demonstrated ability to implement sound judgement in assessing fiscal need and follow directions.
- Demonstrated ability to work independently to initiate, organize, and implement established goals.
- Demonstrated ability to work with people of diverse ages, socioeconomic, and ethnic backgrounds.
- Demonstrated ability to work and relate effectively with co-workers, customers, volunteers and community leaders.
- Demonstrated ability to communicate effectively through oral, written and visual means.
- Demonstrated ability to use telephone systems.
- Demonstrated ability to maintain confidentiality when required.
- Demonstrated ability to meet deadlines and work within strict timelines.

Reviewed and Approved by Extension Administration – 08-23-2018 – tls

- Demonstrated ability to use standard computer programs to support position responsibilities.

SUBJECT MATTER/BACKGROUND:

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|---|--|---|
| <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 | |

RESPONSIBILITIES/ESSENTIAL FUNCTIONS: *(List the position's assigned responsibilities and estimate percentage of annual time spent on each responsibility. Include only the essential functions that are fundamental and necessary to the position, which can be performed with or without reasonable accommodations. If the section does not apply to this specific position, leave it blank. Estimate of percent will vary based on the needs and changing priorities of the position. Approximate percent of time will be annualized in 5% increments.)*

⊕ Please refer to the [Program](#) and [Administrative](#) job category profiles.

Administrative Responsibilities:

Coordination/Operation	95%
<ul style="list-style-type: none"> • Answer telephones and assist or direct calls to appropriate person. • Maintain all Information and Referral Program administrative files and statistical data and generate reports as needed. • Register program participants for programs. • Greet and direct visitors. • Assist with scheduling meetings and classes. • Assist in the procurement for Army Community Service Loan Closet supplies. • Communicate updated community resources (both military and community) to clientele. • Enter data in various computer programs or into online forms and/or systems. • Provide support to other educators (i.e. filing, copying, formatting correspondence) as directed by Issue Leader and Information and Referral Program Manager. • Provide support with all correspondence as needed (letters, meeting materials and agendas, etc.). • Record minutes of required meetings, and provide meeting materials as needed. • Work with Issue Leader and Information and Referral Program Manager to create program flyers, brochures, educational materials, and other special projects as needed. • Provide assistance in the printing and preparation of newsletters as assigned/needed. • Perform other general office duties as needed/assigned. • Maintain effective professional relationships with other agencies, businesses, and the public to promote efficient utilization of resources, prevent duplication or services, and support the mission and objective outlined in the Fort Drum contract. • Maintain military and civilian networks for purposes of communication. • Maintain volunteer hours as appropriate and submit reports to the Core Volunteer Coordinator and ACS Volunteer Program Manager as required. • Assist in collecting evaluation data from program participants and support the Information and Referral Program Manager to conduct on-going assessments of Soldier and family need for program assistance. 	

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. • Participate in required orientation programs; work with supervisor and work team staff to gain pertinent skills and information for specific on-job skills. 	

- Attend relevant in-service education programs.

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

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:

Low - within program

INTERACTION WITHIN ASSOCIATION:

Assist others; provide/obtain cooperation

INTERACTION WITH VOLUNTEERS:

Provide information

INTERACTION OUTSIDE ASSOCIATION:

Conduct straightforward business; provide information

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

Low - Usually issues standard responses

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 20 to 50 lbs

VISUAL:

Normal concentration

HAZARDS:

Limited exposure

* Check applicable level after considering reasonable accommodations

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.