

II. JOB SUMMARY

Briefly describe the general purpose of the job in one or two sentences.

- This position which is headquartered in **Middlebourne, WV**, provides administrative secretarial support in the WVU Tyler County Extension Office for the extension agent assigned to the 4-H Youth Development (4HYD), Families and Health (F&H), Agricultural and Natural Resources Development (ANRD), and the Community, Economic and Workforce Development (CEWD) Programs of the WVU Extension Service. Maintains all budgets and provides technology support following established departmental policies, procedures, and methods.

III. DUTIES AND RESPONSIBILITIES

List and completely explain the current duties and responsibilities of the position. Indicate the average percentage of time spent performing each separate job duty. Describe what the duties and responsibilities are and how they are performed. Consider work performance over a 12-month period. Employees must use their own words to describe duties and responsibilities. ***The copying of a generic job description or another employee's PIQ verbatim is not acceptable and the PIQ will be returned.*** The percentages must total 100%. Duties that take less than five (5) percent should be combined into at least five (5) percent.

<u>% of time</u>	<u>Duties and Responsibilities</u>
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75% Office Management

- Receives and greets visitors to office area, determines nature of visit and directs visitor to the appropriate staff member. Answers telephone, screens calls, and communicates messages and visitors to staff members. Cleans office (vacuuming, dusting, take out the trash etc.)
- Compose letters, reports, charts, graphs, manuscripts, forms and memorandums utilizing word processing software. Proofread all typed material and correcting errors in sentence structure, grammar, spelling and punctuation.
- Utilize Access to maintain databases of clientele and records.
- Schedule meetings and appointments, maintain and update calendar for agent, prepares agenda and make arrangements for location for events. Confirms and notifies participants of date, location, and purpose of events. Prepare minutes of meetings and distribute to appropriate people, when necessary.
- Participate in planning local Extension programs related to the program centers (4-HYD, F&H, CEWD, and ANRD).
- Co-edit local program publications, such as 4-H Camp program book and Community Educational Outlook yearbook. Create and submit news releases and other publications as needed.
- Manage Extension Office daily, attend staff meetings.
- Monitor and maintain office supply and inventory.
- Duplicate, collate, and bind letters, reports, memorandums, and other documents by operating a photocopy machine and stapler.
- File a variety of documents by alpha, numeric, subject matter, and chronological filing systems. Provide copies of information from files upon request by locating information, photocopying and returning information to appropriate location.
- Prepare bulk mailings by typing, collating, labeling and preparing for post office. Collect and deposit outgoing mail for the office area in an appropriate location. Collect, open, date stamp, sort and distribute incoming mail to staff within the office area.
- Prepare e-mail messages, operate FAX machine.
- Oversees maintenance of office machines and equipment.
- Manage and monitor NeoPost postage meter.

20% Financial Management

- Make travel, airfare, car rental, lodging arrangements and reservations for in and out-of-state trips.
- Prepare travel expense for agent and submit for necessary signature.
- Manage and maintain all budget accounts—County Commission and Board of Education.
- Advise agent on budgetary matters.
- Oversees financial management of Extension affiliated groups: Community Education Outreach Service (CEOS), 4-H, Master Gardeners. Reviews monthly bank statements and facilitates proper tax filing.
- Manages annual documentation for chartered 4-H clubs, maintains 4-H database and assists with periodic reporting concerning 4-H.
- Submits proper financial reports for Summer Foods program and Frozen Food fundraisers.
- Prepare and submit county monthly financial and state off-set reports on a monthly basis. Maintain reports showing balance of cash flow of county budgets.
- Invoice and purchase office supplies using WVU procurement card.
- Review, correct and properly submit time sheets.

5% Technology Support

- Technology contact and liaison between Tyler County and Office of Technology (OT).
- OT contact regarding reference, support materials, and software updates. Maintain library of computer resources and updates.
- Coordinate technical support between technicians and co-workers. Train agent and paraprofessionals in the Tyler County office using computers and computer software.
- Troubleshoot and handle critical system computer problems as necessary.

IV. QUALIFICATIONS

Education/Knowledge

1. List the level and type of **minimum** education required to qualify for this position **not** for the incumbent.

- Up to 18 months training beyond high school or equivalent combination of education and experience.

2. What licenses or certification(s) (e.g. electrician’s license) if any, are **required** for the position? Specifically state the reason for this licensure requirement (supervisor’s preference, state or federal law, etc.).

- None

3. What specific skills are **required** in order to carry out the duties of the position?

Knowledge:

- Thorough knowledge and understanding of computer network (i.e., proper bootup sequence and check peripherals).
- Correct English, grammar, spelling, punctuation and sentence structure.
- Knowledge of office methods, procedures and policies.
- Knowledge of general business mathematics and budget procedures.

Skills:

- Excellent computer skills required using several applications: Microsoft Office Suite, GroupWise, Internet, etc.
- Good verbal communication and interpersonal skills required interacting with the public, youth, parents, volunteers, and WVUES employees.

Abilities:

- Ability to read and write in English.
- Ability to type with accuracy.
- Ability to operate a personal computer utilizing various word processing software packages, such as Microsoft Office, Access, GroupWise, Netscape, and Adobe Acrobat.
- Ability to operate standard office equipment.
- Ability to enter data into a computer database (4H-Plus!) with accuracy.
- Ability to maintain proper attendance and punctuality standards.
- Ability to file information in alpha, numerical, subject matter, or chronological order quickly and accurately.
- Ability to learn the policies and procedures of the Program Centers, WVU Extension Service, WVU, WV Board of Trustees, National Travel regulations, USDA regulations.
- Ability to market and promote Extension programs to local constituents.
- Ability to balance monthly budget reports.

Experience

1. In addition to the knowledge/education, please describe the type and **least** amount of **prior directly related** work experience typically required, if any, for a person coming into this position. Experience listed here is considered as concurrent not cumulative.

Type of Experience Needed

- Experience working in an office setting which has face to face contact with the public as well as financial and clerical duties involved.

Amount of Experienced Needed (Months/Years)

- One - two years directly related experience

The knowledge, skills and abilities listed above are typically acquired through the levels of education and experience listed. However, any equivalent combination of education and/or experience which provide an applicant with the listed knowledge, skills and abilities to perform the essential duties and responsibilities of the job is acceptable.

V. COMPLEXITY AND PROBLEM SOLVING

This section measures the degree of problem solving required, the types of problems encountered, and how these problems are solved. Consider the amount of judgment and thought required as determined by the complexity of duties. Also consider whether guidelines, standards, and precedents are available to assist in solving problems.

Please list the common types of problems faced in this position and the course of action you take to solve these problems.

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- The employee in this position must be able to listen to instructions and accurately schedule travel arrangements. If errors are made in travel arrangements, such as air flight times or lodging reservations, agent could miss flights which would mean meetings/conferences would be missed, have no lodging accommodations once they arrive at their destination. In order to assure all arrangements have been confirmed, all paperwork and confirmations must be prepared prior to the trip with accuracy in order for these problems not to occur.
- County off-set reports are used to track expenditures that are processed via county paid funds versus P-card expenditures which are paid via WVU and both systems have different payment procedures. Incumbent must accurately track which funding source is to pay for which purchases and submit the resulting invoices according to the corresponding agency's accounting procedures and reporting methods. Monthly county off-set reports must also be prepared and sent to the Extension Office of Finance and Business to comply with that office's reporting requirements with USDA. Attention to detail and expert problem solving would be required of the incumbent if invoices would be processed incorrectly in either system to avoid erroneous off-set reports.
- The employee in this position must be able to manage the computer equipment, software and perform updates when needed. Troubleshooting and handling computer problems is necessary. Failure to do so may result in loss of productivity.
- This position requires a great deal of multi-tasking between several WVUES programs and county events, such as: CEOS, 4-H, Progressive Agriculture Safety Day, Farm Bureau, Calf Pool, County Fair, Master Gardener, etc.

VI. FREEDOM OF ACTION

This section measures the degree to which the position is structured as is determined by the types of control placed on work assignments. Controls are exercised in the way assignments are made, how instructions are given to the employee, how work assignments are checked, and how priorities, deadlines and objectives are set. Controls are exercised through established precedents, policies, procedures, laws and regulations which tend to limit the employee's freedom of action.

1. Describe the type of guidance and review the supervisor gives the incumbent in this job and how often (i.e., daily, weekly) the supervisor checks or inspects the work.

Type of Guidance and Review

- Tasks will be outlined and duties given
- Review or inspections of work.
- Supervisor will be available to answer questions.
- Employee may often function autonomously when supervisor must be out of the office.
- Employee is expected to fulfill job obligations based on supervisor's plan of work.

How Often

- As necessary

2. Describe the policies and procedures or formal regulations which guide the actions in this job.

- WV Board of Governors, West Virginia University, WVU Extension Service, USPS Guidelines on the use of Commercial Mail. WVU policies on purchasing. Guidelines will be followed to provide programs and information to all persons regardless of race, color, sex, national origin, or handicap.

VII. SCOPE AND EFFECT

This section measures the position's responsibility for accomplishing the mission of the institution and West Virginia higher education systems. **Describe** the types of decisions regularly required of the position, and how the position's work product supports, guides or develops the goals of the work unit, department, and institution. Take into consideration the size of the area that could be affected if the position's duties were performed incorrectly and any long-term affects of such an error. Assume that any error is not due to sabotage, mischief or lack of responsible attention and care for the duties of the position.

- An error in processing expense accounts, i.e., processing them on the wrong funding source could delay payment to the agent and cause county budget line items to be manually adjusted by WVUES.
- The employee in this position must be able to maintain accurate financial documents and proper tax filing for Extension affiliated groups such as 4-H and CEOS. Failure to do so could result in fines from the IRS and damage the reputation of Extension and the university.

VIII. BREADTH OF RESPONSIBILITY

For what functional area(s) does this job have formal and ongoing management accountability and responsibility? List the specific functional areas of management responsibility and briefly indicate the level of responsibility and accountability with respect to primary activities performed.

[Note: Not applicable to classified positions at WVU. No information needed here.]

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<u>Functional Area</u>	<u>Management Responsibility/Accountability</u>
N/A	N/A

IX. CONTACTS

This section appraises the responsibility for working with or through other people within and outside the State College and University System of West Virginia to get results. Consider the purpose and level of contact encountered on a regular, recurring and essential basis during operations. Consider whether the contacts involve furnishing or obtaining information, explaining policies or discussing controversial issues. This factor considers only those contacts outside the job's immediate work area.

INTRA SYSTEMS (within the West Virginia Higher Education Systems)

With whom does the position regularly communicate within West Virginia higher education systems in order to perform the duties (e.g., faculty members outside your area, managers of other units, Vice Presidents)? What is normally discussed and how often does it occur (e.g., daily, weekly)?

<u>Title</u>	<u>Communicate About What</u>	<u>How Often</u>
▪ Extension Agent in office	▪ Tasks	▪ Daily
▪ Other agents/staff	▪ Extension Programs	▪ Daily/Weekly
▪ Other WVU faculty/staff	▪ Extension Programs	▪ As needed
▪ Center Directors in Extension	▪ Extension Programs, budget, travel	▪ As needed
▪ OT staff	▪ Technology issues	▪ As needed

EXTERNAL (outside the West Virginia Higher Education Systems)

With whom does the position regularly communicate outside the West Virginia higher education systems to perform the duties (e.g., students, suppliers, governmental agencies, product representatives)? What is normally discussed and how often does it occur (e.g., daily, weekly)?

<u>Title</u>	<u>Communicate About What</u>	<u>How Often</u>
▪ General public	▪ Extension programs	▪ Daily
▪ Local agencies' personnel	▪ Extension programs	▪ As necessary
▪ Vendors	▪ Office supplies	▪ Monthly
▪ County Board of Education or County Commission personnel	▪ Local travel expense settlements	▪ As necessary
▪ WVUES organizations (CEOS, 4-H Clubs, etc.)	▪ WVUES programs	▪ As necessary

X. DIRECT SUPERVISION EXERCISED

This section looks at the type of supervision this position has over other employees. Consider the degree of direct supervision exercised over others in terms of the level of subordinate jobs in the organization and the nature of work performed. Only the formal assignment of such responsibility should be considered; informal work relationships should not be considered. Supervision of student workers may be taken into account if they are essential to the daily operation of the unit. Do not include temporary or contract employees. **The Human Resources Office will verify the types of employees supervised.**

1. Are you responsible for assigning tasks and monitoring the work of others (lead)?

Yes: No:

▪ <u>Title</u>	▪ <u>Headcount</u>	▪ <u>Total FTE (to be verified by HR Office)</u>
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2. Are you responsible for hiring, firing, performance appraisals, etc. for others?

Yes: No:

▪ <u>Title</u>	▪ <u>Headcount</u>	▪ <u>Total FTE (to be verified by HR Office)</u>
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3. Does this position supervise students who are essential to the daily operations of the Unit?

Yes: No:

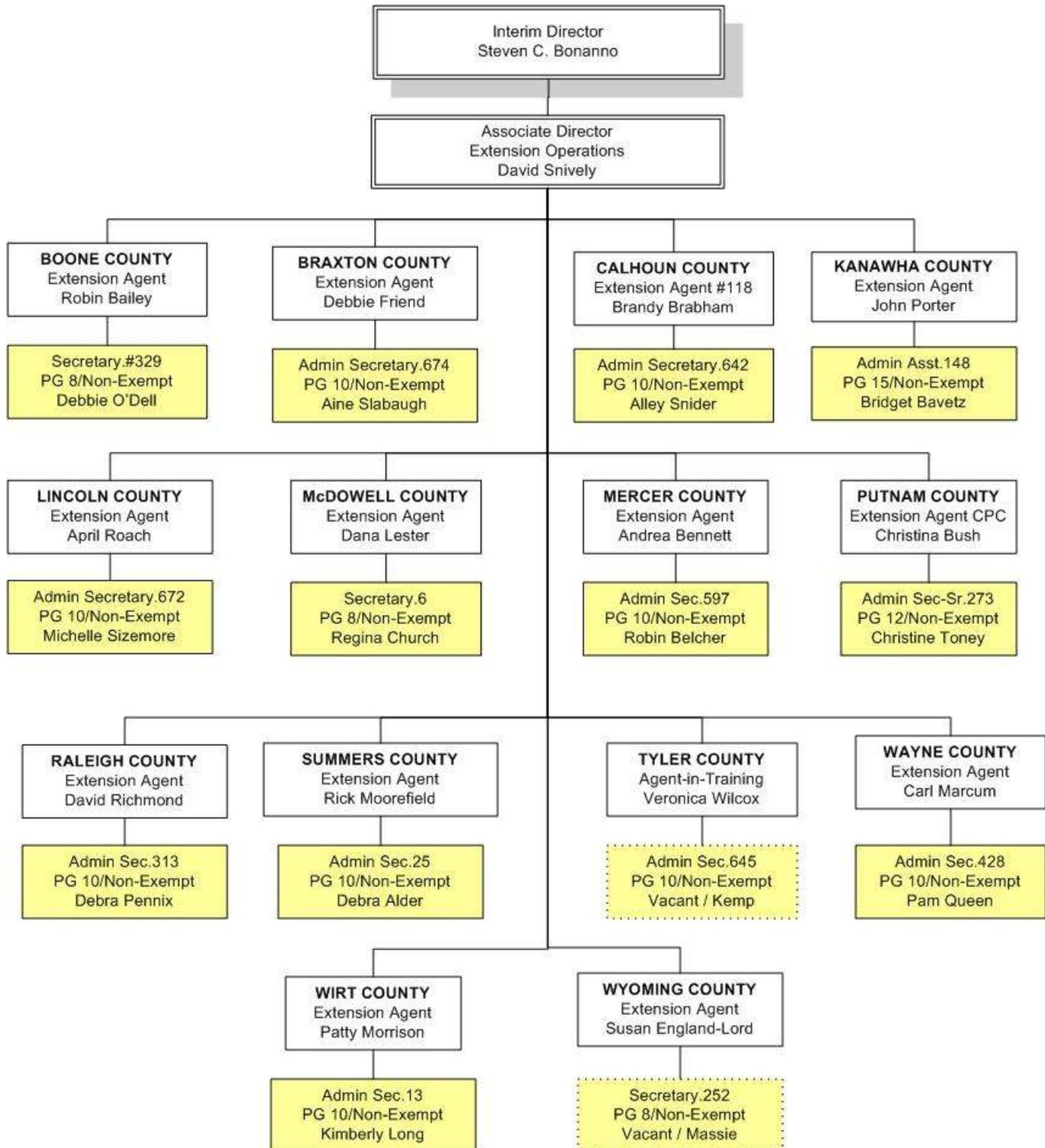
If yes, please indicate the total number of FTE students supervised and briefly describe the function of the students.

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▪ <u>Function</u>	▪ <u>Headcount</u>	▪ <u>Total FTE (to be verified by HR Office)</u>
<p>XI. INDIRECT SUPERVISION EXERCISED (Supervision over first-line supervisors)</p> <p>This section considers the position’s responsibility for the indirect supervision of subordinates informal work relationships are not considered. Indicate the number of indirect employees under this position’s line of authority. The number of subordinates should be reported in full-time equivalency (FTE) and not head count.</p> <p>1. List the official title(s) of the employee(s) this position indirectly supervises.</p>		
<u>Title</u>	<u>Headcount</u>	<u>Total FTE (to be verified by HR Office)</u>

ORGANIZATIONAL REPORTING RELATIONSHIPS

- PLEASE ATTACH A FLOW CHART FOR YOUR ENTIRE DIVISION AND/OR DEPARTMENT TO THIS PIQ. **FAILURE TO PROVIDE THIS FLOW CHART WILL RESULT IN A DELAY IN THE PIQ REVIEW PROCESS!**



XII. PHYSICAL COORDINATION

This section looks at the motor skills involved in performing this job. Consider the following issues; complexity of body movements; speed/timing of movements; precision of movements; and need for close visual attention.

Please give an example of the physical coordination required to perform this job, such as the amount of accuracy required to use a hand or power tool or operate a specific instrument or type of equipment.

- Work requires some speed and accuracy for hand/eye coordination in the daily use of a desktop PC.

XIII. WORKING CONDITIONS

This section considers the quality of working conditions as measured by lighting adequacy, temperature extremes and variations, noise pollution, exposure to fumes, chemicals, radiation, contagious diseases, heights and/or other related hazardous conditions.

Check all items that describe the conditions or environment, in which the position works and provide an example:

Frequency (FQ):

- A**=All of the Time (90% or more per year) **M**=Most of the Time (50% or more per year)
S=Some of the Time (Less than 50% per year) **R**=Rarely (Less than 10% per year) **N**=Never

Condition	Frequency	Example
Normal office environment	A	Daily office setting
Use of computer	A	Daily use of desktop PC
Inadequate ventilation		
Extremes in temperature		
Outside weather conditions		
Wetness/humidity		
Dust/fumes/odor (<i>from normal daily conditions</i>)		
Heights (<i>over 10 feet</i>)		
Moving parts (<i>tools and machinery</i>)		
Vibrations		
Electrical current		
Excessive noise		
Respirables (<i>asbestos, silica, coal, e.g.</i>)		
Animals		
Radiation		
Chemicals		
Toxic conditions/fumes		
Contagious diseases		
Body fluids		
Other (<i>please list</i>):		

XIV. PHYSICAL DEMANDS

This section measures the physical demands of the job as measured by the exertion placed on the skeletal, muscular and cardiovascular systems of the incumbent. Consider both how much and how often it occurs.

Describe any physical effort in the job, such as standing, lifting, carrying, bending, walking, etc., and list how often (daily, weekly, etc.) it happens.

<u>Physical Effort</u>	<u>How Often</u>
▪ Job is physically comfortable; individual is normally seated	▪ Daily
▪ May occasionally lift lightweight objects of up to 25 lbs.	▪ Daily
▪ Walking	▪ Daily

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Application Process:

- Applicants must follow West Virginia University [application guidelines](#) when applying for classified positions.
- It is the responsibility of each applicant to provide the Department of Human Resources with written documentation supporting qualifications for the position.
- An incomplete application may disqualify you from further consideration.
- All information on the form MUST be current.
- This will ensure your application for employment receives a complete and thorough review. Application packets must be received by 5:00 p.m. of the closing date.
- Applicants cannot fax any of their application materials.

Send completed applications to:

West Virginia University
Department of Human Resources/Employment Unit
PO Box 6640
Morgantown, WV 26506-6640

CLOSING DATE: March 9, 2012