

# Job description

JOB OVERVIEW	
JOB TITLE	Program Assistant
DEPARTMENT	UF/IFAS Extension Office and Liberty County Transit
LOCATION	Hwy 12 South Bristol, Florida
REPORTS TO	Extension Director and Transit Director

GENERAL JOB DESCRIPTION
<p>This position works collaboratively as a member of the UF/IFAS Extension Liberty County team, planning, developing, and conducting programs as well as performing duties necessary to assist in day-to-day operations. This position works collaboratively with the administrative team with Liberty County Transit with day-to-day operations and performing duties necessary to assist the administrative team.</p>

DUTIES & RESPONSIBILITIES
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- 60% Assists with planning and teaching 4-H/Youth projects and events.
- Communicates/works collaboratively with schools/organizations serving youth as needed.
- Assists with recruiting or locating potential 4-H club members and/or adult leaders, also, organize new clubs.
- 20% Improve knowledge of the Florida 4-H Program and Extension Program and the subject matter by participation in trainings, continuous on the job training, and self-study.
- 10% Occasional out-of-county travel may be required to help manage overnight residential camps, day camps, and in-state and out-of-state camps.
- 10% Maintain accurate records/reports.
- Perform other duties as assigned.

Most importantly, be a team player by assisting in all duties pertaining to answering the phone, distributing messages and newsletters and other general office duties as needed to support the mission of the Liberty County Extension Office. Customer Service is essential in the day-to-day workings of the UF/IFAS Liberty County Extension Office.

## Transit Duties to include:

- Answering phones
- Entering rides into CTS
- Verification of rider data
- Providing information to passengers
- Calling passengers
- Assisting drivers with needs
- Validations
- Using mapping software to provide directions
- Perform other duties as assigned.

Must be able to multitask and be a team player. Supporting all roles and aspects of Liberty County Transit's mission to provide transportation services to disadvantaged riders within Liberty County, FL.

*The above information in this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties or requirements of this position.*

#### REQUIRED EDUCATION & TRAINING/ LICENSE/GENERAL

- Valid Driver's License & the ability to obtain van driver certification. Driver's license must remain clean and maintained.
- High school diploma or GED.
- Must pass Background, drug testing, and pre-employment physical
- Desire to be proactive and create a positive experience for others
- Communicate effectively in English in both written and verbal forms

#### SKILLS & ABILITIES

##### Competencies

**Business Ethics:** Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values

**Communications:** Expresses ideas and thoughts verbally; Expresses ideas and thoughts in written form; Exhibits good listening and comprehension; Keeps others adequately informed; Selects & uses appropriate communication methods

**Customer Service:** Displays courtesy and sensitivity; Manages difficult or emotional customer situations; Meets commitments; Responds promptly to customer needs; Solicits customer feedback to improve service

**Dependability:** Responds to requests for service and assistance; Follows instructions, responds to management direction; Takes responsibility for own actions; Commits to doing the best job possible; Keeps commitments; Meets attendance and punctuality guidelines

**Job Knowledge:** Competent in required job skills & knowledge; Exhibits ability to learn and apply new skills; Keeps abreast of current developments; Requires minimal supervision; Displays understanding of how job relates to others; Uses resources effectively

**Quality:** Demonstrates accuracy and thoroughness; Displays commitment to excellence; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality

**Relationship Building:** Builds rapport up, down, and across the organization; Establishes collaborative relationships to achieve objectives; Seeks win-win solutions to conflict; Develops network of professional contacts; Displays empathy and tolerates diverse viewpoints

**Initiative:** Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed

- Strong communication skills (written/oral/telephone/in person)
- Organizational skills to plan/organize tasks/ set priorities
- Problem solving skills
- Interpersonal skills
- Computer skills is a must Microsoft Suites, Excel, Teams, video editing, Zoom, 4-H online (will train)

- Versatility is essential, a self-starter with a passion to work in youth education and develop a positive working relationship with other staff.
- Other duties as assigned

**Physical Requirements:**

- Must be physically able to exert 25 to 50 pounds of force, or 10 to 20 pounds of force constantly to lift, carry, push, and pull or otherwise move objects.
- Physical demands are in excess of sedentary work. Must be able to stand and walk for prolonged periods of time.
- Tasks include considerable bending, stooping, climbing, etc.
- Ability to traverse undeveloped, uneven, wet, broken terrain, wooded, marshy areas.
- Ability to tolerate inclement weather including rain, humidity, heat, and cold.

WORKING CONDITIONS	
WORK ENVIRONMENT	Work within an office, work within a remote setting (as needed). Workdays, evenings, and weekends, as needed, to meet responsibilities of the position. This position often works in the community and is subject to inside and outside environmental conditions. Tasks may risk exposure to extreme temperatures, humidity, etc.
HOURS / SHIFTS	40 hours per work week
BENEFITS	A comprehensive benefits package that includes health, dental, vision, retirement, paid leave, etc.
EMPLOYEE SIGNATURE	

***To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.***