



CLASS SPECIFICATION FOR:

Part-time Extension Horticulture Technician

General Statement of Duties:

Provides customer service to citizens seeking information or assistance from the Henrico Extension Office; provides assistance to the Horticulture Extension Agent(s) with planned Extension programs; conduct assigned programs and activities to target programming to underserved audiences; does related work as required.

Distinguishing Features of Class:

An employee in this class provides excellent customer service to citizens seeking information from the Extension Office; provides assistance to the Horticulture Agent with planned Extension programs, including coordination of volunteers; conducts assigned programs; and maintains department-specific data. General supervision and guidance are received from the Horticulture Extension Agent.

Examples of Assigned Duties *(illustrative of the types and scope of duties and responsibilities assigned to positions in this class):*

- Provides front-line customer service to citizens visiting or telephoning the Henrico Extension Office for inquiries that include, but are not limited to: consumer horticulture and green industry general and technical information; soil sampling, soil test interpretation, and soil test recommendations; receiving and processing lawn, landscape, and garden diagnostic samples;
- Coordinates planned Extension programs as assigned including but not limited to: residential nutrient management, landscape tree health, speaker's bureau, community gardening projects, and any other program designed to educate Henrico residents, students, and community organizations through outreach activities;
- Assists with the training and coordination of Master Gardener volunteers who answer questions from the public on various consumer horticulture topics;
- Completes other educational support activities as assigned including, but not limited to, writing articles, assisting with special exhibits, serving on in the Henrico Extension Leadership Council, and assisting with grant writing;
- Conducts assigned programs in a manner compliant with all applicable guidelines and regulations;
- Works with unit staff to target programming to underserved populations;
- Maintains education contact data according to current policies and procedures;
- Assists with program evaluation;
- Provides documented impacts and other reports as required;
- Performs related work as assigned.

Required Knowledge, Skills and Abilities:

Required knowledge of: consumer horticulture; green industry general and technical information; soil sampling, soil test interpretation, and soil test recommendations; lawn, landscape, and garden care and maintenance. Required abilities: time management, organization, prioritizing tasks, ability to coordinate department-specific programs; ability to assist with training volunteers and the public; effective oral and written communication skills with the ability to write article and other materials as assigned and assist with exhibits; effective presentation skills; learning and using various software applications, personal accountability, ability to create and maintain accurate records; teamwork, and establishing and maintaining positive relationships with stakeholders, customers and colleagues.

Minimum Education and Experience:

Education: High school diploma; vocational horticulture coursework preferred;

Experience: relevant work experience with the green industry and/or residential gardening and landscaping preferred;

OR: Any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

Additional Requirements:

NOTE: Effective 4/1/2009 County Ordinance 1128 requires a criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.

- Ability to work a flexible work schedule to meet department needs
- May require a valid driver's license