

NDSU Extension

New Support Staff Checklist

Online at www.ag.ndsu.edu/ext-employees/new-employees

Employee Information

Name: _____ Start Date: _____

Mentor: _____

New Support Staff DIY Tasks and Responsibilities (continued on page 2)

During the First Week

- Meet individually with co-workers to learn about their responsibilities, relationships, office organization, office hours, parking, building information/policies, how to operate phone and make long distance calls, managing office supplies and equipment, lunch and breaks protocol, etc.
- Contact and/or meet with your county Human Resources (HR) or Auditor's office for detailed information, options, requirements and enrollment procedures regarding benefits.
- Review county employee handbook.
- Complete tasks listed on documents that are in the welcome packet that was sent to you from NDSU Extension /Director's office (Nicole Hagness).
- Access www.ag.ndsu.edu/orientation/it to activate IT accounts per documents in the welcome packet (NDUS, NDSU and Ag Info Center).
- Upload your photo and information at the Ag Info Center People Record (refer to welcome packet regarding obtaining username and password).
- Upload your photo and signature to Outlook (email), and your photo and information to the county website.
- Refer to guidance regarding voicemail - www.ag.ndsu.edu/agcomm/professionalism-representing-yourself then record a voicemail message on your office answering machine.
- Work with the agent who is designated as County Coordinator in your office to create a press release about you and your new role.
- Become very familiar with NDSU Organizational Chart www.ag.ndsu.edu/orientation/documents/extorgchart.pdf and NDSU Extension Directory www.ag.ndsu.edu/extension/directory; work with county agent to get onto appropriate listservs from the directory page (near bottom)

During the First Month

- Read and use the NDSU Extension Non-discriminatory statement appropriately www.ndsu.edu/equity/required_non_discrimination_statement.
- Monitor equity posters in your office and be familiar with NDSU Extension equity policies www.ag.ndsu.edu/ext-employees/equity
- Read and explore
 - www.ag.ndsu.edu/orientation/landgrant
 - www.ag.ndsu.edu/extension/directory
 - www.ndsu.edu/4h/
 - www.ndsu.edu/4h/staff/youth_protection/
- Work with office co-workers and/or state 4-H office to gain access to 4hOnline. www.ag.ndsu.edu/extension/directory/ctr4h
- Contact Pesticide Program staff (701-231-7180) to inquire as to upcoming training and/or available resources.
- View NDSU professionalism video at www.ag.ndsu.edu/agcomm/professionalism-representing-yourself.
- Complete county-mandated trainings, as directed by county HR or county auditor.
- Login and training for FairEntry (4-H) Contact Dean. Aakre@ndsu.edu
- Become familiar with Youth Protection Policy documents and complete Youth Protection Policy process www.ndsu.edu/4h/staff/youth_protection/county_paid_ndsu_paid_staff_screening_instructions/
- Complete NDSU Baseline Safety and Title IX trainings. www.ag.ndsu.edu/ext-employees/recommended-annual-trainings-for-county-support-staff
- Find key files (mailing lists, meeting records, etc.)

New Support Staff DIY Tasks and Responsibilities

County Agent Responsibilities in Onboarding New Support Staff

During the Second Month

- Work with NDSU Extension Staff Development Coordinator to schedule a visit to another office to meet with support staff.
- Read and explore these sites:
 - www.ag.ndsu.edu/orientation/welcome
 - www.ag.ndsu.edu/orientation/whowhat
- Review the Ag Communication website for updated promotion and marketing ideas -www.ag.ndsu.edu/ext-employees/branding-and-communications.
- Watch “Let’s Make Work Better” - Theresa Glomb - TEDxUMN www.youtube.com/watch?v=oCYeEt94EMc
- Read Managing Conflict publication (FS1563 - www.ag.ndsu.edu/publications/kids-family/managing-conflict).
- Access Ag CMS website for training, tutorials and how-to guides www.ag.ndsu.edu/agcms; Work with Ag Comm Web Design Specialist(s) if/as necessary to receive training on how to use Ag CMS to update and maintain the county website www.ag.ndsu.edu/agcms
- Become familiar with the website: www.ag.ndsu.edu/extension/
- Become familiar with your county’s Extension website.

Sometime before Month 12

- Participate in Support Staff Conference www.ag.ndsu.edu/conferences/support-staff-conference

During the First Week or as Appropriate

- Review this checklist with new support staff.
- Explain and train for role in committees such as Crop Improvement, Township, etc., if applicable.
- Explain and train on expense reports for agents.
- Work together to develop annual calendar of duties.
- Introduce to District Director and Support Staff of District Director.
- Assure that Youth Protection Policy process is initiated and successfully completed www.ndsu.edu/4h/staff/youth_protection/county_paid_ndsu_paid_staff_screening_instructions/
- Assist support staff in getting on the appropriate listservs www.ag.ndsu.edu/extension/directory
- Give tour of office and storage spaces; point out location of key files if physical files are used.
- Provide orientation regarding fiscal responsibilities with bill payment, county credit cards, store charge accounts, handling cash, and 4-H money policies. www.ndsu.edu/fileadmin/4h/HandlingMoneyWeb.pdf
- Provide training on Civil Rights Complaint Procedures www.ag.ndsu.edu/ext-employees/equity/complaint-procedures
- Provide orientation and training regarding records management, including records retention <https://kb.ndsu.edu/search.php?cat=9113>