



Terrebonne Parish Consolidated Government

JOB DESCRIPTION

POSITION TITLE.....:	Administrative Technician I
DEPARTMENT.....:	Planning & Zoning
DIVISION.....:	Code Violation/Compliance (Nuisance Abatement)
CLASSIFICATION/GRADE.....:	Administrative Technician I/101
REVISED.....:	02/2020
REPORTS TO.....:	Code Enforcement Officer II
REVIEWED.....:	02/2020
WAGES.....:	Non-Exempt (Hourly)

SUMMARY:

Under the direction of the Planning and Zoning Director, work in this position involves constant interaction with the public while performing clerical support functions for the Nuisance Abatement Division of the Planning and Zoning Department, assistant to the Code Enforcement Officer II, and general receptionist for the Planning and Zoning Department.

Primary duties focus on performing a variety of task in the code violation and compliance process of Nuisance Abatement including but not limited to answering, screening and directing incoming callers to the appropriate employees or divisions within the Department or external agencies with filling public needs, recording the diverse types of nuisance complaints received on a daily basis via a computerized database and creating files, as well as greeting, screening, and directing visitors to the appropriate department or agency, verifying current ownership and conducting legal description researches and provides status update request concerning various cases.

Secondary functions focus on greeting, screening, and directing visitors to the Government Tower to the appropriate department or agency.

BASIC FUNCTION:

1. Answer phones and direct incoming calls to appropriate staff, department or external agency to assist with filling public needs.
2. Greet and direct visitors to appropriate staff or departments within agency.
3. Performs the following duties in accordance with established procedures:
 - a. Responsively record complaints into computerized database and create files.
 - b. Establish inspection schedule and coordinate inspector's daily schedule/route.
 - c. Verify current owner information and conduct legal property description researches.
 - d. Copy and process repetitive documents.
4. Organize and maintain current program files and retrieve various files as necessary.
5. Prepares weekly activity report and other documents (letters, memos, forms) and provides updated statistical information as necessary.
6. Prepares official documents for mail services and maintain via handwritten log tracking system, utilizes the USPS website for tracking documents.
7. Monitors and updates system of delivery of official documents.
8. Interacts with all departments within the organization to resolve complaint issues accurately.
9. Identify and verify property addresses vis GIS mapping system.
10. Performs other duties as directed by the Planning and Zoning Director

OTHER REQUIREMENTS:

1. Excellent organizational skills.
2. Must be able to communicate effectively (verbally and in writing).
3. Must be courteous, trustworthy, and able to maintain confidentiality.
4. Must display willingness to work effectively while satisfying concerns of the public.
5. Must be experienced in computerized data management applications such as spreadsheets, databases, and word-processing.
6. Must be able to follow instructions and perform duties with minimal supervision.
7. Must be able to perform multiple tasks simultaneously.
8. Must be flexible and willing to accept other work as assigned.
9. Must possess a valid Louisiana Drivers license.
10. Must be able to work additional hours as needed.

EDUCATION/EXPERIENCE:

1. High School Diploma or equivalent, plus two (2) years secretarial experience with proven customer service and telephone etiquette skills required.
2. Demonstrated ability to utilize personal computer systems required; and supplemental courses in secretarial, clerical and/or computer applications are desirable.
3. Any combination of training or experience may substitute.