

ADMINISTRATIVE TECHNICIAN I

Planning & Zoning | Nuisance Abatement



SUMMARY

Assist with answering, screening, and directing incoming callers to the appropriate employees or divisions within the department or external agencies with filling public needs. Record the diverse types of nuisance complaints received on a daily basis via a computerized database, create files, verify current ownership, conduct legal description researches, and provide status update requests concerning various cases.

JOB OVERVIEW

Starting Pay

\$11.11 - \$14.26 per hour

Schedule

Monday - Friday

Shift

8 a.m. - 4:30 p.m.

LOCATION

Planning & Zoning

REPORTS TO

Code Enforcement Officer II

PHYSICAL DEMANDS

Lift up to 25 lbs. (light)

WORK ENVIRONMENT

- Frequent interactions with members of the public.

ESSENTIAL FUNCTIONS

1. Greet visitors, answer phones, and direct incoming calls to appropriate staff, department, or external agency to assist with filling public needs.
2. Create files and responsively record complaints into computerized database, and interact with all departments to resolve complaint issues accurately.
3. Establish inspection schedule and coordinate inspector's daily schedule/route.
4. Verify current owner information, conduct legal property description research, and identify and verify property addresses via GIS mapping system.
5. Copy and process repetitive documents, prepare weekly activity report and other documents (letters, memos, forms), and provide updated statistical information as necessary.
6. Scan and upload a variety of documents to program and agency files, and organize, maintain, and retrieve various files as necessary.
7. Prepare official documents for mail services, maintain via handwritten log tracking system, and utilize the USPS website for tracking documents and delivery of official documents.
8. Perform other duties as directed by the Assistant/Planning and Zoning Director.

EMERGENCY EVENTS

Not required to work during emergency events.



Questions? No problem! Email us at employment@tpcg.org.

GENERAL REQUIREMENTS

1. Excellent organizational skills and effective communication skills (verbally and in writing).
2. Must be flexible and willing to accept other work as assigned, be able to work additional hours as needed, and perform duties with minimal supervision.
3. Must be courteous, trustworthy, be able to maintain confidentiality, and display willingness to work effectively while satisfying concerns of the public.

EDUCATION, EXPERIENCE, AND LICENSES

1. High school diploma or equivalent, plus two (2) years secretarial experience with proven customer service and telephone etiquette skills required.
2. Must be experienced in computerized data management applications such as spreadsheets, databases, and word-processing. Supplemental courses in secretarial, clerical, and/or computer applications are desirable.
3. Any combination of training or experience may substitute.
4. Possess and maintain valid Louisiana driver's license.