

ADMINISTRATIVE COORDINATOR I

Solid, Hazardous, & Recycling Waste | Solid Waste



JOB RESPONSIBILITIES

Terrebonne Parish Consolidated Government's Administrative Coordinator I is responsible for supporting the day-to-day operations of the Solid Waste Department by performing a wide range of administrative tasks.

JOB OVERVIEW

PAY TYPE

Non-Exempt (Hourly)

SCHEDULE

Monday to Friday

Rotating Saturday Shifts

Must be willing to work extra hours during normal work week and/or weekends and holidays.

SHIFT

6:30 a.m. to 4 p.m.

LOCATION

Ashland Transfer Station

REPORTS TO

Office Manager

PHYSICAL DEMANDS

Lift up to 25 lbs. (light)

WORK ENVIRONMENT

Plant environment in various climates and conditions, including exposure to odor, noise, heat, cold, and dust.

EMERGENCY EVENTS

Required to work during emergency events.

REQUIREMENTS

Valid Louisiana driver's license

In this role, the incumbent will be expected to coordinate work orders, manage inventory systems, dispatch field crews, maintain accurate records across multiple platforms, and demonstrate the ability to learn the scale software and associated operational procedures.

The Administrative Coordinator I must have a strong understanding of departmental procedures and the ability to maintain professionalism in a fast-paced environment.

JOB DUTIES

- Open and prepare the building for public access each day.
- Monitor and respond to voicemail and email communications in a timely manner.
- Answer incoming calls and provide assistance or direct inquiries appropriately.
- Maintain and update MGO work orders, including but not limited to Solid Waste Fleet Repair Orders.
- Issue garbage carts and process online requests through the MGO system.
- Enter new work orders and close completed ones in MGO; search and track work orders as needed.
- Maintain and update garbage cart inventory spreadsheets for residential sites.
- Dispatch contractor routes in MGO on a bi-weekly basis.
- Contact residential sites bi-weekly to assess and fulfill service needs.
- Scan, organize, and digitally archive Guard Reports, Green Waste Reports, and Garbage Cart documentation.
- Enter garbage cart data from residential sites into the eManus system.
- Attend monthly departmental safety meetings and present quarterly safety briefings to office staff.
- Create and maintain operational spreadsheets for the upcoming year.
- Attend Central Safety Meetings as needed.
- Assist the Office Manager with administrative tasks and special projects.
- Participate in Emergency Operations Center (EOC) activities during emergency events.
- Log and communicate complaints to contractors; maintain complaint records.
- Ensure crews are assigned appropriate routes and dispatch work orders accordingly.
- Verify site eligibility for garbage carts, dumpsters, and debris removal.
- Assist with scale operations, including operating the computerized industrial scale and verifying material content for landfill disposal.
- Maintain and update user fee accounts.

JOB DUTIES CONTINUED

- Perform general clerical duties such as typing, filing, sorting, and document processing.
- Serve as receptionist, greeting visitors and responding to public inquiries.
- Handle cash receipt tickets, ensuring proper documentation and secure handover.
- Dispatch knuckle boom crew operators daily.
- Participate in quarterly One-on-One meetings with Supervisor.
- Complete all required annual trainings—including ethics, harassment prevention, diversity, and cybersecurity—in accordance with organizational and regulatory standards.
- Ensure all duties and responsibilities are performed with integrity, professionalism, and in good faith, consistently upholding and protecting the interests, reputation, and assets of the Parish government.
- Perform any additional task as required by Supervisor.

SKILLS AND QUALIFICATIONS

- **Leadership Skills:** Demonstrates initiative and reliability in coordinating daily operations, supporting team efforts, and ensuring tasks are completed efficiently with minimal supervision.
- **Time Management:** Efficiently prioritizes and balances recurring tasks, deadlines, and urgent requests to maintain consistent workflow and departmental responsiveness.
- **Analytical Skills:** Applies sound judgment and attention to detail when processing work orders, verifying data, and resolving service-related issues.
- **Communication Skills:** Communicates clearly and professionally with the public, staff, and contractors through phone, email, and in-person interactions to resolve issues and coordinate services.
- **Organizational Skills:** Manages multiple systems, records, and schedules with accuracy, ensuring documentation and inventory are consistently up to date to ensure smooth and consistent departmental operations.
- **Technical Skills:** Proficiently operates office software (Microsoft 365), MGO work order platforms, and industrial scale systems while managing data entry, reporting, and system troubleshooting.
- **Qualifications:**
 - High school diploma or GED certification required.
 - A minimum of two (2) years of experience in an administrative support capacity.

