

ADMINISTRATIVE TECHNICIAN II

Housing & Human Services | Section 8



JOB RESPONSIBILITIES

Terrebonne Parish Consolidated Government's Administrative Technician II is responsible for performing a variety of administrative duties to support the daily operations of the Section 8 Division.

JOB OVERVIEW

PAY TYPE

Non-Exempt (Hourly)

SCHEDULE

Monday to Friday

SHIFT

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

LOCATION

Housing & Human Services

REPORTS TO

Section 8 Administrator

PHYSICAL DEMANDS

Lift up to 25 lbs. (light)

WORK ENVIRONMENT

Frequent interactions with members of the public.

EMERGENCY EVENTS

Required to work during emergency events.

REQUIREMENTS

Valid Louisiana driver's license

In this role, the incumbent will be expected to perform accurate data entry, manage client communications, track payment activity, and support program operations—including emergency response coordination, regulatory reporting, and compliance monitoring.

The role also involves handling high-volume paperwork processing, direct interaction with clients, landlords, and departmental personnel, and maintaining organized records and systems.

JOB DUTIES

- Respond to incoming phone calls and emails, providing accurate information to clients, landlords, and departmental personnel regarding program policies and procedures.
- Assist caseworkers with administrative support tasks including filing, scanning, copying, collecting client signatures, and meeting with clients when needed.
- Process and mail communications to clients, landlords, and applicants; prepare bulk mailings and landlord packets as required.
- Perform accurate data entry using AS/400 and MRI software for client records, waiting lists, requisitions, and housing surveys.
- Track and process monthly repayment agreements, including logging payments, preparing breach notices, and forwarding payments to accounting.
- Maintain organized client files and office systems, including tagging, filing, purging outdated records, and shredding confidential paperwork.
- Support quarterly and annual reporting activities, including Client Characteristic Reports, HUD documentation, and payment rosters.
- Compose and distribute newsletters and correspondence to stakeholders.
- Research, process, and update available unit listing on TPCG website.
- Serve as File Retention Coordinator, ensuring proper monitoring, reporting, and disposal of records in compliance with retention policies.
- Assist with emergency shelter and evacuation operations as needed.
- Request supply quotes, order office supplies, and provide utility allowance letters to CSBG.
- Cover front desk duties and relieve the lobby receptionist when necessary.
- 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 accountability in supporting program operations and assisting team members with administrative tasks.
- **Time Management:** Ability to prioritize tasks and complete daily, weekly, and monthly responsibilities while managing high volumes of paperwork and client interactions.
- **Analytical Skills:** Accurately interprets client data, payment records, and housing survey information to ensure compliance and inform decision-making.
- **Communication Skills:** Maintains professional, clear, and courteous communication with clients, landlords, and internal staff across phone, email, and written correspondence.
- **Organizational Skills:** Ability to manage records, files, and documentation systems with precision, ensuring timely access and proper retention of critical information.
- **Technical Skills:** Must be proficient in Microsoft Word, Excel, Outlook, and other Windows-based applications to perform data entry, process requisitions, and maintain accurate program records.
- **Qualifications:**
 - High school diploma or GED certification required.
 - One (1) year experience in administrative support, customer service, or clerical work preferred.

