

Terrebonne Parish Sales & Use Tax Department

Government Tower
8026 Main Street, Suite 601
Houma, LA 70360

Vacancy Announcement

Administrative Assistant

See Attached Job Description

\$16.35 - \$25.65 per hour

Closing Date: Until Filled

If interested in this vacancy, please apply at:

Sales & Use Tax Department

8026 Main Street, Ste 600

Houma, LA 70360

8 AM – 4 PM

All interested employees should submit a letter of interest to the
Sales & Use Tax Department and their department head.

**Terrebonne Parish Consolidated Government
is an Equal Opportunity Employer.**

Sales Tax Office Administrative Assistant to the Director

Position Summary

This position works in a professional office setting and requires frequent interaction with taxpayers, staff members, the Director, Advisory Board members, legal contacts, and other agencies. The role requires regular use of computers, phones, scanners, spreadsheets, filing systems, and office equipment. The administrative assistant should have familiarity with human resource management and be comfortable with the associated duties.

Essential Duties and Responsibilities

Administrative and Office Support

- Provide direct administrative support to the Director and assist with special projects as assigned.
- Answer phone calls and respond to taxpayer emails in a professional and timely manner.
- Order office supplies, monitor postage machine funds, and coordinate routine office support needs.
- Prepare leave forms and lunch change forms, process time-off requests, and assist with general office documentation.
- Open, sort, and process incoming mail, including returned mail.

Taxpayer Account and Collections Support

- Make phone calls to delinquent sales tax and occupational license accounts, including daily outreach for delinquent sales tax accounts.
- Create, process, and follow up on part payment agreements for delinquent accounts.
- Process part payments and assist with related taxpayer account documentation.
- Issue 10-day, 30-day, and 60-day assessment letters and maintain related spreadsheets.
- Issue letters for ODR and audit-related Notice of Assessment and Notice of Intent correspondence.

Records, Legal, and Compliance Support

- Prepare lien paperwork, scan documents into taxpayer accounts, and maintain related folders.
- Prepare lawsuit paperwork, coordinate with the attorney, contact the courthouse regarding court costs and service status, and maintain accurate records.
- Scan letters, bankruptcy paperwork, exemption certificates, and other account documents into taxpayer files.
- Track certified mail and maintain organized physical and electronic filing systems.
- Review updates to applicable tax laws and complete required training courses.

Advisory Board Meeting Support

- Send Advisory Board agendas to the courier for publication.
- Attend Advisory Board meetings, take minutes, prepare minutes for approval, and place approved minutes on the council agenda when required.
- Distribute approved minutes to Advisory Board members and submit them to the courier for publication.

Processing Support

- Enter batches into office software and assist with cash return processing as needed.
- Deposit checks into the banking system.
- Submit monthly occupational license postage to appropriate office personnel.

Qualifications and Skills

- High school diploma or equivalent required; additional coursework in business, office administration, accounting, or a related field is preferred.
- Prior administrative, clerical, accounting, tax office, collections, or public service experience preferred.
- Maintain accuracy, confidentiality, and professionalism while prioritizing work in a busy office environment with minimal supervision.
- Communicate comfortably with taxpayers by phone, email, and in person.
- Strong written and verbal communication skills with a professional and courteous manner.
- Demonstrate willingness to learn sales tax procedures, occupational license processes, and related office requirements.

- Proficiency with Microsoft Word, Excel, Outlook, spreadsheets, scanning, filing, and general office equipment.
- Experience with AS/400 or similar account management systems is helpful.