



# Terrebonne Parish Consolidated Government

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## JOB DESCRIPTION

<b>POSITION TITLE.....:</b>	Administrative Coordinator II
<b>DEPARTMENT.....:</b>	Planning & Zoning
<b>DIVISION.....:</b>	Code Enforcement
<b>CLASSIFICATION/GRADE.....:</b>	Administrative Coordinator II/106
<b>REVISED.....:</b>	12/2021
<b>REPORTS TO.....:</b>	Code Enforcement Officer II
<b>REVIEWED.....:</b>	12/2021
<b>WAGES.....:</b>	Non-Exempt (Hourly)

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### **SUMMARY:**

Under the direction of the Assistant Director of Planning and Zoning, 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.

Primary duties focus on performing a variety of tasks in the enforcement process of various (Tall Grass/Junk/Debris/Abandoned Vehicles, etc.) nuisance complaints. Duties include, but not limited to recording the diverse types of nuisance complaints received on a daily basis and creating files, verifying current property owner information, and conducting legal description research, preparation of official documents (e.g., warnings and citations), official publishing of violations, updating and maintaining file system via computerized database, communicating and maintaining a good rapport with violators, monitor delivery of official documents.

Secondary duties focus on answering phones and directing incoming calls to appropriate staff, departments, or external agencies to assist with filling public needs, preparation of hearing notices and packages, preparation of work order and criminal enforcement packages, preparation of collection files, seasonally assisting with processing other nuisance complaints received in the division plus other duties as assigned.

### **BASIC FUNCTIONS:**

1. Prepare violation warnings, citations, and other official documents, monitor delivery of official documents.
2. Answers phones and directs incoming calls to appropriate staff, departments, or external agencies to assist with filling public needs.
3. Communicates with general public and responsively record complaints into computerized database and create complaint file.
4. Establish inspection schedule and coordinate inspector's daily schedule/route.
5. Verify current owner information and conduct legal property description research.
6. Process and/or review citation payments and forward to proper department.
7. Preparation of collection files when necessary.
8. Copy and process repetitive documents.
9. Scan and upload a variety of documents to program and agency files.
10. Interact with all departments within the organization to resolve complaint issues accurately.
11. Organize and maintain current program files and retrieve various files as necessary.

12. Prepares weekly report and other documents (letters, memos, forms), and provides updated statistical information as needed.
13. Prepares official documents for mail services and maintains via handwritten log tracking system, utilizes the USPS website for tracking documents.
14. Monitors and updates system of delivery of official documents.
15. Identify and verify property addresses via GIS mapping system.
16. Performs other duties as assigned by the Assistant/Director of Planning & Zoning.

**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 Driver's License.
10. Must be able to work additional hours as needed.

**EDUCATION/EXPERIENCE:**

1. High School Diploma or equivalent, plus two (2) years clerical 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.