SUMMARY:
This position requires public interaction while performing clerical support functions for the Recovery Assistance and Mitigation Planning Division of the Planning & Zoning Department. Primary functions require the performance of all duties to support the Recovery Planner including a full array of administrative tasks employing advanced computer skills. The applicant will also be expected to learn the basic elements of numerous grant programs and be capable of discussing the eligibility and regulations related to each. Examples of duties are outlined below but include all services necessary to support the Division including cooperative efforts within the Parish and with external partners. This is a position requiring multitasking and excellent record keeping skills in the processing and tracking any number of applications for funding and associated service provider contracts and procurement processes for the Parish and to benefit individual citizens, including interaction with state and federal hazard mitigation staff.

BASIC FUNCTIONS:
1. Performs clerical duties as it relates to the acceptance and processing of applications by or to the Parish and any and all documentation and invoices related to office functions.
2. Assist with compliance with Federal Emergency Management Act program, Community Development Block Grant program and any other funding that arises, including annual certifications, applications and proper record keeping practices.
3. Counsels applicants as to the options available for funding and the proper completion of required forms and other documentations.
4. Organize and maintain various files, records and responsible for management of incoming mail and circulating cc’s through interoffice, scanning or mail as appropriate.
5. Screen phone calls to determine level of assistance required.
6. Filing Support:
   a. Creation, labeling and updating in a consistent and professional manner.
   b. Archiving completed projects and arranging for storage.
   c. Maintaining council files and CDBG Document Management System online.
7. Contact Management through Phone Survey and Record Keeping:
   a. Update contacts database with business cards and emails
   b. Find addresses or other contract information where missing
   c. Put name, company and address in notes to cut and paste on envelopes or letters.
8. Data Management in Excel. Tracking applicant status, the demand for various mitigation services and programmatic performance by vendors and internal and external communications.

9. Merge Mailings-prep, mailing, documentations, filing and follow-up for returned mail.

10. Report preparation/formatting/typing/photocopying

11. Draft Council packets and file all related correspondence and documentation.

12. Place public notices and track, seek and file documentation as appropriate.

13. Create documents/emails with using proper grammar and professional terminology while still communicating to the reader.

14. Order supplies and services for management or programs through proper channels.

15. Assist with public hearing and meetings with directions, set-up, recording, tracking attendance, and taking notes or other documentation as necessary.

16. Produce reports detailing the progress of the recovery office internal and external use.

17. Prepare weekly activity report and other documents (letters, memos, and forms) and provides updated statistical information as necessary.

18. Draft fliers and mailers when necessary for recruiting or education.

19. Follow up on all documents, contracts, signatures, or expressions of interest in programs on an ongoing basis without supervisor intervention.

OTHER REQUIREMENTS:
1. Experience with federal programs a plus as is fluency in a second language.

2. Experience in and efficient use of the Microsoft Office Suite and data management applications, spreadsheets, databases, word processing, and standard office equipment.

3. Ability to learn how to access data from the various online databases including the assessor’s office, permits, GIS information, grants programs, etc.

4. Must maintain pleasant personality and work well with others, including supervisors, government officials, employees and general public.

5. Willing to learn the basics of the federal programs managed by the office and answer questions on timelines and eligibility without significant input from senior staff.

6. Must balance working effectively toward program goals while satisfying client concerns.

7. Must be trustworthy, courteous, and able to follow instructions with minimal supervision.

8. Must be flexible, able to work additional hours, and perform related work as assigned.

9. Must be able to perform multiple tasks simultaneously.

10. Must possess a valid Louisiana Driver’s License.

EDUCATION/EXPERIENCE:
1. High School Diploma, plus two (2) years administrative assistant or data management experience. Two-year degree in business, public relations, or related field preferred.

2. Demonstrated ability to utilize IBM PC or compatible computer system and/or supplemental courses in secretarial, clerical and/or computer applications is desirable.

3. Examples of prior work with graphics, GIS, writing samples desired but not required.