



Terrebonne Parish Consolidated Government

JOB DESCRIPTION

POSITION TITLE.....:	Administrative Coordinator I
DEPARTMENT.....:	Planning & Zoning
DIVISION.....:	Regulatory
CLASSIFICATION/GRADE.....:	104
REVISED.....:	03/2018
REPORTS TO.....:	Permits Specialist
REVIEWED.....:	03/2018
WAGES.....:	Hourly

SUMMARY:

This position is one of a number of front counter positions working together, as a team, to provide efficient and effective service to permit applications and other visitors. The work requires constant public interaction while taking permit applications and performing administrative functions for the Permits Division of the Planning & Zoning Department.

Primary functions require the performance of duties necessary in the processing of various permits, including taking, reviewing and ensuring the accuracy/completeness of applications, collection of funds, and the mailing of permits. This position requires specialized knowledge of the Parish Building Codes, state contractor licensing, and Parish flood plain ordinances.

Secondary functions focus on serving as a relief to the Permits Specialist, answering, screening and directing incoming callers to appropriate employees or departments within agency, as well as creating and maintain databases, and permit files maintenance, while also performing a variety of administrative task in the Planning & Zoning Department.

BASIC FUNCTIONS:

1. Performs clerical duties as it relates to the acceptance and processing of permits.
2. Receives, records, and reconciles payment of permit fees and associated charges.
3. References data sources as required for the completion of permit applications.
4. Ensures that full and accurate data is captured and recorded for proper consideration of the permit application and to provide advice o the permit applicant.
5. Processes inspection requests/reports and communicates with utility companies.
6. Maintains updated statistical information regarding permits for public information and access purposes.
7. Organizes and maintains various hard-copy and electronic files and records.
8. Answers phones and directs incoming calls to appropriate staff, department or external agency to assist with filling public needs.
9. Greets and directs visitors to appropriate staff or departments within agency.
10. Provides additional information on occupational license applications in regard to zoning classification and certificates of occupancy.
11. Performs other related tasks as assigned.

OTHER REQUIREMENTS:

1. The permitting process is computer-based; therefore, experience in computerized data management applications such as spreadsheets, databases, and word-processing, aimed at efficient and effective output is required.
2. Experience in the filing, maintenance and retrieval of physical and electronic documentation required to be maintained under law.
3. Working knowledge of regulatory requirements relative to permitting processes and ability to accesses supporting data from a variety of sources.
4. Must maintain pleasant personality and work well with others, including supervisors, government officials, and other members of the department's team and with the general public.
5. Must be trustworthy and courteous team player, able to follow instructions with minimal supervision.
6. Must be flexible, able to work additional hours as necessary and practice good work ethics.
7. Must be punctual for all office hours and maintain an acceptable personal appearance standard appropriate to a professional office environment.

EDUCATION/EXPERIENCE:

1. A high school diploma is required, but an Associate's Degree or training from a Business School is preferred, with basic accounting and/or bookkeeping skills.
2. Unless they already have it, the person appointed will be expected to secure International Code Council certification as a Permit Technician within the first 18 months of their employment in this position.
3. Must have good keyboard skills with proficiency in computer word processing and spreadsheet environment.
4. Must have good phone etiquette and personal communication skills to maintain proper relationships with members of the public accessing Planning & Zoning Department Services.
5. Equivalent combination of training or experience may be substituted at the discretion of the Parish.