

ADMINISTRATIVE TECHNICIAN I

Planning & Zoning | Nuisance Abatement



SUMMARY

Assist with answering, screening, and directing incoming callers. Record the diverse types of nuisance complaints received on a daily basis via a computerized database. Create files, verify current ownership, conduct legal description research, and provide status update requests concerning various cases.

JOB OVERVIEW

PAY TYPE

Non-Exempt (Hourly)

SCHEDULE

Monday to Friday

Work additional hours as needed.

SHIFT

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

LOCATION

Planning & Zoning

REPORTS TO

Code Enforcement Officer II

PHYSICAL DEMANDS

Lift up to 25 lbs. (light)

WORK ENVIRONMENT

Frequent interactions with members of the public

EMERGENCY EVENTS

Not required to work during emergency events.

Questions? No problem! Email us at employment@tpcg.org.

ESSENTIAL FUNCTIONS

- Greet visitors, answer phones, and direct incoming calls to appropriate staff, department, or external agency to assist with filling public needs.
- Create files and responsively record complaints into computerized database. Interact with all departments to resolve complaint issues accurately.
- Establish inspection schedule and coordinate inspector's daily schedule/route.
- Verify current owner information, conduct legal property description research, and identify and verify property addresses via GIS mapping system.
- Copy, process, scan, and upload documents to program and agency files. Organize, maintain, and retrieve various files as necessary.
- Prepare weekly activity report and other documents (letters, memos, forms), and provide updated statistical information as necessary.
- Prepare official documents for mail services, maintain via handwritten log tracking system, and use USPS to track delivery of documents.
- Perform other duties as assigned by supervisor.

GENERAL REQUIREMENTS

- Excellent organizational skills and effective written and verbal communication skills.
- Must be willing to accept other work as assigned and perform duties with minimal supervision.
- Must be courteous and trustworthy, be able to maintain confidentiality, and display willingness to work effectively while satisfying concerns of the public.

EDUCATION, EXPERIENCE, AND LICENSES

- High school diploma or GED certificate, plus two (2) years secretarial experience with proven customer service and telephone etiquette skills required.
- Experience in computerized data management applications, such as spreadsheets, databases, and word-processing required.
- Supplemental courses in secretarial, clerical, and/or computer applications desirable.
- Any combination of training or experience may substitute.
- Possess and maintain a valid Louisiana driver's license.