

ADMINISTRATIVE COORDINATOR II

Planning & Zoning | Nuisance Abatement



JOB RESPONSIBILITIES

Terrebonne Parish Consolidated Government's Administrative Coordinator II is responsible for supporting the enforcement of local nuisance ordinances through administrative and operational tasks.

JOB OVERVIEW

PAY TYPE

Non-Exempt (Hourly)

SCHEDULE

Monday to Friday

SHIFT

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

LOCATION

Government Tower – 2nd Floor

REPORTS TO

Code Enforcement Officer II

PHYSICAL DEMANDS

Lift up to 25 lbs. (light)

WORK ENVIRONMENT

Professional office setting that involves frequent interaction with the public, collaboration across departments, and the use of various computer systems and office equipment to support daily administrative operations.

EMERGENCY EVENTS

Not required to work during emergency events.

REQUIREMENTS

Valid Louisiana driver's license

In this role, the incumbent will be expected to prepare violation notices and citations, verify property ownership, record complaints, and process payments and invoices.

The Administrative Coordinator II also schedules inspections, prepares files for criminal court, and coordinates with internal departments to resolve nuisance-related issues.

JOB DUTIES

- Draft and issue violation notices, citations, correspondence, and reports; maintain accurate records and update statistical data as needed.
- Record nuisance complaints, verify property ownership, and conduct legal description research to support enforcement actions.
- Coordinate inspection schedules and daily routes for inspectors, including inspections related to criminal court cases.
- Prepare and process documentation for mail services; maintain tracking logs and monitor delivery status using USPS systems.
- Manage citation payments and tall grass invoices; forward financial documentation to appropriate departments and upload records to digital files.
- Prepare and submit citation publications to local media outlets; maintain records of all publications and returned mail.
- Respond to emails, Teams messages, and phone calls; direct inquiries appropriately and document constituent interactions.
- Upload files to council reading systems and maintain organized records of notices, work orders, and enforcement actions.
- Collaborate with internal departments to resolve nuisance abatement issues, including mapping corrections, debris removal, drainage concerns, and property ownership updates.
- Prepare files and inspection findings for criminal court proceedings; coordinate with legal staff and ensure timely submission of required documentation.
- Address concerns from irate constituents with professionalism and empathy, ensuring issues are escalated or resolved appropriately.
- Participate in quarterly One-on-One meetings with Supervisor.
- Complete all required annual trainings—including ethics, harassment prevention, diversity, and cybersecurity—in accordance with organizational and regulatory standards.
- Ensure all duties and responsibilities are performed with integrity, professionalism, and in good faith, consistently upholding and protecting the interests, reputation, and assets of the Parish government.
- Perform any additional task as required by Supervisor.

SKILLS AND QUALIFICATIONS

- **Leadership Skills:** Demonstrates initiative and accountability in managing enforcement-related tasks and coordinating inspection activities to support departmental objectives.
- **Time Management:** Effectively prioritizes and completes a variety of administrative and operational responsibilities within established timelines.
- **Analytical Skills:** Applies sound judgment in reviewing property data, legal descriptions, and complaint details to support accurate and consistent enforcement actions.
- **Communication Skills:** Communicates clearly and professionally with the public, colleagues, and external agencies through both verbal and written channels.
- **Organizational Skills:** Maintains structured and accessible records, tracks enforcement actions, and ensures documentation is properly filed and updated.
- **Technical Skills:** Proficient in Microsoft Office 365 and permitting software (e.g., MyPermitNow), with the ability to manage digital files, generate reports, and navigate technology platforms to support administrative and reporting functions.
- **Qualifications:**
 - High school diploma or GED required.
 - Minimum of two (2) years of clerical experience with demonstrated customer service and telephone etiquette skills.

