

ADMINISTRATIVE COORDINATOR II – LOCATES

Public Works | Pollution Control | Administration



JOB RESPONSIBILITIES

Terrebonne Parish Consolidated Government's Administrative Coordinator II – Locates is responsible for serving as the primary communication and support hub for the division, managing service requests, work orders, and customer inquiries while providing essential administrative assistance to field and office personnel.

JOB OVERVIEW

PAY TYPE

Non-Exempt (Hourly)

SCHEDULE

Monday to Thursday

SHIFT

6:30 a.m. to 5 p.m.

LOCATION

Pollution Control Facility – St. Louis Canal Road

REPORTS TO

Office Manager

PHYSICAL DEMANDS

Lift up to 25 lbs. (light)

WORK ENVIRONMENT

Work is performed in a standard office setting with frequent interaction with staff, field personnel, vendors, and the public.

EMERGENCY EVENTS

Not required to work during emergency events.

REQUIREMENTS

Valid Louisiana driver's license

In this role, the incumbent will be expected to oversee communications, process and track work orders for 811 Locates, dispatch crews, address customer inquiries, maintain organized records, and provide ongoing administrative support to ensure efficient division operations.

JOB DUTIES

- Manage all incoming communications, including answering telephone calls, responding to emails and Teams messages, greeting visitors, and addressing customer inquiries and complaints with professionalism and efficiency.
- Coordinate and dispatch service calls to line maintenance crews, lift station operators, and Parish-approved electricians to ensure timely response to routine and emergency operational needs.
- Process, track, and maintain all work orders, including entering data, organizing records, retrieving archived information, and uploading maintenance issues or requests to the work order management system.
- Log, monitor, and process 811 locate requests, ensuring accurate documentation and prompt dispatch of emergency locates while assisting staff with locating information as needed.
- Maintain detailed operational spreadsheets and records, including electrician callout logs, swimming pool adjustment calculations, monthly activity reports, and other required documentation.
- Support field and office operations by coordinating supply orders, preparing warehouse requisitions, and submitting work order requests for building, vehicle, and equipment maintenance.
- Perform a full range of clerical and administrative tasks, including filing, record maintenance, document organization, and preparing files for storage or archiving.
- Process vendor invoices ensuring timely and accurate submission for payment.
- Prepare, organize, and support meetings, including scheduling, assembling materials, and assisting during division and safety meetings.
- Prepare and distribute required monthly and routine reports, including swimming pool adjustment summaries and other operational documents.
- Record official documents, such as contracts and agreements, at the Clerk of Court's Office in accordance with established procedures.
- Report customer non-compliance issues to the Louisiana Department of Health and request inspections when necessary to ensure regulatory adherence.
- Assist with annual budget preparation by gathering, organizing, and submitting required information as directed by supervisory staff.

ADMINISTRATIVE COORDINATOR II

– LOCATES

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JOB DUTIES CONTINUED

- 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:** Must demonstrate the ability to support and guide division operations by coordinating effectively with field and office personnel, fostering collaboration, and ensuring tasks are completed accurately and efficiently.
- **Time Management:** Efficiently prioritizes and execute multiple concurrent tasks and deadlines while maintaining consistent workflow and operational continuity.
- **Analytical Skills:** Must possess the ability to evaluate information, identify trends or discrepancies, and accurately process data related to work orders, reporting, and compliance activities.
- **Communication Skills:** Communicate with clarity and professionalism in all interactions, including written correspondence, phone conversations, in-person communication, and coordination with customers, staff, vendors, and external agencies.
- **Organizational Skills:** Maintains meticulous records, manage high volumes of documentation, and ensure that files, reports, and workflow processes are structured and accessible for efficient division operations.
- **Technical Skills:** must demonstrate proficiency with Microsoft 365 applications—including Outlook, Word, Excel, Teams, Planner, and SharePoint—as well as computerized work order systems, spreadsheets, communication platforms, and standard office equipment required to support daily administrative operations.
- **Qualifications:**
 - High school diploma or equivalent (GED) required.
 - Minimum of three to five years of office experience, preferably with a background in accounting or related administrative support functions.

