

ADMINISTRATIVE COORDINATOR I



Planning & Zoning | Permits

JOB RESPONSIBILITIES

Terrebonne Parish Consolidated Government's Administrative Coordinator I is responsible for reviewing and processing permit applications, ensuring completeness and accuracy, collecting fees, and mailing permits.

JOB OVERVIEW

PAY TYPE

Non-Exempt (Hourly)

SCHEDULE

Monday to Friday

Must be willing to work extra hours.

SHIFT

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

LOCATION

Government Tower – 1st Floor

REPORTS TO

Permits Specialist

PHYSICAL DEMANDS

Lift up to 25 lbs. (light)

WORK ENVIRONMENT

Primarily performed in an office setting requiring regular interaction with the public, staff, and external agencies, and the ability to adapt to a fast-paced, service-oriented environment.

EMERGENCY EVENTS

Not required to work during emergency events.

REQUIREMENTS

Valid Louisiana driver's license

International Code Council Permit Technician Certification

(required to secure within 18 months)

In this role, the incumbent will be expected to be familiar with local building codes, contractor licensing, and flood plain ordinances in order to process permit applications.

Additional responsibilities include answering and directing phone calls, maintaining databases and permit files, and assisting with various administrative tasks within the Planning & Zoning Department.

This position requires constant public interaction and teamwork to ensure efficient service delivery. The permit applications and related data may contain sensitive information; it is crucial to uphold confidentiality and manage records with the utmost discretion.

JOB DUTIES

- Ensures complete and accurate data is collected and recorded to facilitate proper evaluation of permit applications and provide guidance to applicants.
- Process permit applications, ensuring accuracy and completeness.
- Collect permit fees and reconcile payments.
- Maintain accurate records of permit applications, inspection requests, and associated data.
- Processes inspection requests from customers and contractors, communicates and schedules those request with Parish Building Inspectors.
- Manage and organize both physical and electronic permit files.
- Provide administrative support, including answering phones, directing calls, and assisting with other zoning and certificate of occupancy inquiries.
- Maintain statistical data for public access and ensure timely mailing of permits.
- 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 the Supervisor.

SKILLS AND QUALIFICATIONS

- **Leadership Skills:** Ability to prioritize tasks, guide applicants through the permit process, and manage resources efficiently to ensure smooth operations while maintaining a positive and professional work environment.
- **Time Management:** Must be able to prioritize tasks effectively, manage multiple duties, such as processing permit applications, collecting fees, maintaining records, and work efficiently under pressure.
- **Analytical Skills:** Must have strong analytical skills to ensure the accuracy of permit applications, payments, and inspection requests, while identifying discrepancies and resolving issues efficiently.
- **Communication Skills:** Must be able to effectively communicate with a diverse range of individuals, including applicants, contractors, parish building inspectors, and the general public. Clear, concise, and professional verbal and written communication skills are essential for providing guidance to applicants, addressing inquiries, and conveying pertinent information regarding permit processes, zoning regulations, and occupational licenses.
- **Organizational Skills:** Must be able to manage and prioritize multiple tasks simultaneously to meet deadlines, coordinate inspections, process applications, and manage customer inquiries in a timely manner.
- **Technical Skills:** Proficiency in office software (e.g., Microsoft Office Suite), data entry and management systems, permit tracking software, and scheduling tools to efficiently process applications, manage records, and coordinate inspections.
- **Qualifications:**
 - High school Diploma or GED certificate.
 - Associate degree or training from business school preferred.

