

# ADMINISTRATIVE TECHNICIAN I

Human Resources & Risk Management | Human Resources



## JOB RESPONSIBILITIES

Terrebonne Parish Consolidated Government's Administrative Technician I is responsible for providing comprehensive administrative support to the Human Resources and Risk Management Divisions.

### JOB OVERVIEW

#### PAY TYPE

Non-Exempt (Hourly)

#### SCHEDULE

Monday to Friday

#### SHIFT

7:30 a.m. to 4 p.m.

#### LOCATION

Government Tower – 5<sup>th</sup> Floor

#### REPORTS TO

Human Resources and Risk  
Management Director

#### PHYSICAL DEMANDS

Lift up to 25 lbs. (light)

#### WORK ENVIRONMENT

Professional office setting that involves frequent interaction with employees, retirees, and external agencies, requiring discretion and attention to detail.

#### EMERGENCY EVENTS

Not required to work during emergency events.

#### REQUIREMENTS

Valid Louisiana driver's license

In this role, the incumbent will be expected to provide Human Resources administrative and benefits-related support through customer service, recordkeeping, data management, onboarding assistance, benefits administration, audit support, and confidential document processing while ensuring compliance with applicable policies, procedures, and organizational standards.

The Administrative Technician I serves as the first point of contact for employees, applicants, retirees, and visitors by providing information regarding employment, benefits, leave programs, and Human Resources processes.

### JOB DUTIES

- Perform secretarial duties including preparing reports, filing correspondence, maintaining records, and distributing incoming and outgoing mail.
- Serve as the initial point of contact for employees, applicants, retirees, and visitors, providing courteous and professional customer service.
- Provide accurate information regarding employment opportunities, benefits, leave programs, and Human Resources policies and procedures, while directing individuals to the appropriate staff member for assistance.
- Maintain Excel spreadsheets for tracking various administrative and benefits-related data.
- Work closely with the Employee Benefits Coordinator to manage benefits-related documentation and communications.
- Distribute FMLA and Short-Term Disability paperwork upon request and input FMLA requests into tracking spreadsheets.
- Create and mail credible coverage certificates to employees.
- Conduct mini onboarding sessions for new hires with outside agents and prepare orientation packets.
- Send out benefits materials including temporary cards, flyers, and booklets via interdepartmental mail and postal service.
- Assist employees with changes to bank accounts and addresses for both active and retired personnel.
- Prepare and send invoices for bill review and submit weekly invoices for payment via purchase orders (e.g., VSP, Cobra, Medical, Dental, Medicare Advantage).
- Pick up checks from Accounting and copy billing documents for medical, dental, and vision plans.
- File life insurance cards and remove cards for terminated employees.
- Maintain and update spreadsheets for medical, dental, vision, life insurance, AD&D, Cobra, and employee assistance programs.
- File Explanation of Benefits and employee correspondence including birth certificates, marriage licenses, divorce decrees, and retiree documentation.
- Track retiree billing counts for employees, spouses, and dependents.
- Conduct quarterly BCBS audits of all employees and covered family members under Standard and Premium plans.

## JOB DUTIES CONTINUED

- Prepare annual spreadsheets for retired employees and Medicare Advantage plan participants.
- Assist with end-of-year audit preparation and reporting.
- Perform mailouts to retired employees and external agencies covered under medical and dental plans.
- Cover the switchboard and provide general support across the HR/Risk Management Division as directed.
- 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 dependability and initiative while supporting team operations and contributing to a collaborative, service-oriented work environment.
- **Time Management:** Manages multiple responsibilities efficiently by prioritizing tasks, adapting to shifting demands, and maintaining consistent productivity in a dynamic office environment.
- **Analytical Skills:** Applies attention to detail when reviewing benefit records, conducting audits, and maintaining data accuracy in spreadsheets and reports.
- **Communication Skills:** Communicates clearly and professionally with employees, retirees, and external agencies, ensuring accurate information exchange and courteous service.
- **Organizational Skills:** Maintains structured filing systems, tracks benefit documentation, and ensures timely and efficient handling of departmental records and correspondence.
- **Technical Skills:** Proficient in Microsoft Office applications including Word, Excel, PowerPoint, and Outlook, with the ability to effectively use SharePoint for document management and Microsoft Planner for task coordination and workflow tracking.
- **Qualifications:**
  - High School Diploma or GED certificate required.
  - Minimum of two (2) years of clerical or Human Resources experience preferred.

