ADMINISTRATIVE COORDINATOR II

Solid, Hazardous, & Recycling Waste | Solid Waste

JOB RESPONSIBILITIES

Terrebonne Parish Consolidated Government's Administrative Coordinator II is responsible for supporting the day-to-day operations of the Solid Waste Department by performing a wide range of administrative, clerical, and operational tasks.

JOB OVERVIEW

PAY TYPE
Non-Exempt (Hourly)

SCHEDULE
Monday to Friday
Must be willing to work extra hours during normal work week and/or weekends and holidays.

SHIFT
6:30 a.m. to 4 p.m.

LOCATION
Ashland Sanitary Landfill

REPORTS TO
Office Manager

PHYSICAL DEMANDS
Lift up to 25 lbs. (light)

WORK ENVIRONMENT
Plant environment in various climates and conditions, including exposure to odor, noise, heat, cold, and dust.

EMERGENCY EVENTS
Required to work during emergency events.

REQUIREMENTS
Valid Louisiana driver's license

In this role, the incumbent will be expected to complete a comprehensive range of administrative functions, including clerical support, payroll and purchasing, complaint resolution, records management, and staff coordination.

The Administrative Coordinator II must have a strong understanding of departmental procedures and the ability to maintain professionalism in a fast-paced environment.

The position also serves as a backup to the Office Manager and assists during emergencies or peak workloads, ensuring smooth office operations and excellent public service.

JOB DUTIES

- Coordinate and manage daily administrative operations, ensuring continuity in the absence of the Office Manager.
- Perform intermediate-level clerical duties requiring sound judgment, attention to detail, and knowledge of departmental procedures.
- Respond to inquiries from the public, answer telephones, greet visitors, handle complaints professionally, generate work orders, and conduct appropriate follow-ups.
- Prepare, process, and maintain routine and specialized reports, records, and forms in accordance with established procedures.
- Perform general office tasks including typing, filing, data entry, sorting, copying, and document management.
- Handle departmental purchasing processes and ensure timely submission and reconciliation of invoices.
- Train and assist new employees; serve as a resource for office staff and temporary personnel.
- Monitor and maintain user fee accounts, update garbage service records based on new water accounts, and coordinate with Customer Service on billing issues.
- Operate the computerized industrial scale as needed, inspect vehicle loads for compliance with landfill regulations, and issue scale tickets accurately.
- Dispatch solid waste, vegetation, sweeper, and litter crews, and ensure routes are assigned and properly updated in the MGO system.
- Enter, manage, and close work orders and tasks within MGO; monitor dashboards and queues to ensure timely action.
- Prepare and track requisitions, manage office supply inventory, and place orders with vendors and the warehouse.
- Verify transportation and contractor invoices weekly and monthly; assist in reviewing and processing large refuse and co-sponsorship event documentation.
- Serve as liaison to software vendors; participate in meetings to support technology improvements and resolve system issues.

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Continued from previous page.

JOB DUTIES CONTINUED

- Maintain oversight of cash receipts; ensure accuracy and accountability from receipt to deposit.
- Coordinate emergency response activities, including participation in the Emergency Operations Center (EOC) and maintenance of hurricane and debris site procedures.
- Assist with preparation and renewal of annual compliance documents, including LDEQ emergency debris site permits and CEA agreements.
- Present quarterly safety meetings for office staff and attend monthly central safety meetings.
- Communicate with residential sites and contractors bi-weekly to assess needs and coordinate service delivery.
- Make bank runs to obtain change for the scale cash drawer as needed.
- Support customer service by answering calls, checking cart and dumpster eligibility, and resolving billing or service issues.
- Create ID badges for contract laborers and maintain documentation.
- Log, monitor, and escalate public complaints to appropriate staff or contractors.
- Exercise supervisory control over dispatchers and clerks in the absence of the Office Manager at the discretion of department leadership.
- 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 by overseeing staff, coordinating operations in the Office Manager's absence, and ensuring continuity of service delivery.
- Time Management: Efficiently prioritizes and balances a wide range of administrative, clerical, and operational tasks to meet daily deadlines and support departmental goals.
- Analytical Skills: Applies sound judgment and attention to detail in reviewing reports, verifying payroll and invoices, and resolving service or billing discrepancies.
- Communication Skills: Communicates clearly and professionally with the public, staff, and contractors through phone, email, and in-person interactions to resolve issues and coordinate services.
- Organizational Skills: Maintains structured workflows and accurate records by efficiently managing schedules, documents, inventory, work orders, and compliance tasks to ensure smooth and consistent departmental operations.
- Technical Skills: Proficiently operates office software (Microsoft 365) , payroll systems, MGO work order platforms, and industrial scale systems while managing data entry, reporting, and system troubleshooting.
- Qualifications:
    - High school diploma or GED certification required.
    - A minimum of two (2) years of experience in an administrative support capacity.