



St. Tammany Parish Coroner's Office

Providing compassion and closure for families through clear, competent, professional investigations, mental health, and DNA services.

POSITION DESCRIPTION

Position Title: Administrative Assistant

Date Implemented: 04/01/2026

Job Title of Immediate Supervisor: Chief Human Resource Officer

Job Code: _____

FLSA Status: Non-Exempt

SUMMARY OF POSITION

The Front Desk Receptionist serves as the primary point of contact for the Coroner's Office, providing professional, compassionate, and discreet assistance to the public, law enforcement, medical personnel, and internal staff. This position requires a high level of confidentiality, attention to detail, and the ability to manage sensitive information related to death investigations and official records.

ESSENTIAL JOB FUNCTIONS:

1. Greet visitors, including family members, law enforcement, and funeral home representatives, with professionalism, empathy, and discretion.
2. Answer and direct incoming phone calls to appropriate personnel; manage phone system operations including rolling phones for office opening, closing, and lunch coverage.
3. Follow all established phone protocols, particularly regarding the discussion of casework, decedents, personnel matters, and investigative information.
4. Maintain strict confidentiality when handling sensitive information related to death investigations, autopsy reports, and case files.
5. Ensure compliance with all applicable privacy laws (e.g., HIPAA) and office policies regarding medical and case records.
6. Manage, organize, and maintain case files, legal documents, and death certificates, ensuring accuracy and timely processing.

7. Upload and properly document records received via email or fax, including death certificates and investigative documents, into the electronic records system.
8. Process cremation permit requests accurately and in accordance with legal and departmental requirements.
9. Respond to public inquiries with professionalism, providing general information or directing individuals to appropriate staff while maintaining confidentiality.
10. Receive deliveries and coordinate distribution to appropriate personnel.
11. Track outgoing packages and official documents, ensuring proper logging and notification to relevant departments upon pickup.
12. May serve as Case Coordinator's backup in their absence
13. Any other duties as assigned by the Coroner or Chief Human Resource Officer.

MINIMUM REQUIRED EDUCATION & EXPERIENCE:

1. High school diploma or equivalent required.
2. Minimum of one (1) year of experience in a receptionist, administrative support, or clerical role.
3. Experience in a medical, legal, or government office setting preferred.
4. Experience handling confidential or sensitive information strongly preferred.

SPECIAL REQUIREMENTS:

MINIMUM REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND OTHER CHARACTERISTICS:

1. Knowledge of general office procedures, telephone etiquette, and administrative practices.
2. Basic understanding of confidentiality requirements and privacy regulations (e.g., HIPAA).
3. Strong verbal and written communication skills, with the ability to interact professionally and compassionately with the public, including individuals in distress.
4. Ability to maintain strict confidentiality and exercise sound judgment when handling sensitive information.

5. Excellent organizational skills with the ability to manage multiple tasks, prioritize workload, and meet deadlines.
6. Strong attention to detail and accuracy in handling records, documents, and data entry.
7. Ability to follow established policies, procedures, and phone protocols.
8. Proficiency in standard office software (e.g., word processing, email, data entry systems) and electronic records management systems.
9. Ability to work independently as well as collaboratively within a team environment.
10. Dependability, professionalism, and the ability to remain calm and composed in a sensitive and fast-paced work environment.

ESSENTIAL MENTAL & PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to ensure that qualified individuals with disabilities are able to perform the essential functions.

1. While performing the duties of this job, the employee is required to use hands, including fingers, to handle, feel or operate objects, tools, or controls and reach with hands and arms.
2. Frequently requires the ability to communicate effectively with others, including speaking and active listening
3. The employee is occasionally required to walk, sit, climb or balance, stoop, kneel, crouch, or crawl, and use senses including sight, smell, touch, and hearing.
4. The employee must occasionally lift and/or move office products and supplies, up to 20 pounds.
5. Specific vision perception required by this job includes close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be provided to ensure that individuals with disabilities are able to perform the essential functions.

1. Work is primarily performed in an office setting within a Coroner's Office, with frequent interaction with the public, law enforcement, funeral homes, and medical personnel.

2. Position requires regular contact with sensitive and potentially emotional situations involving death investigations and grieving family members.
3. Employee must be able to maintain professionalism, composure, and empathy in a high-stress and emotionally sensitive environment.
4. Work involves handling confidential records and exposure to sensitive information related to decedents and ongoing investigations.
5. May require occasional exposure to unpleasant or graphic information associated with death investigations (e.g., reports, photographs, or documentation), though direct exposure is limited.
6. Work is primarily sedentary, involving extended periods of sitting, phone use, and computer work.
7. Standard office hours apply, with responsibilities for opening, closing, and maintaining front desk coverage throughout the workday.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not necessarily exclude them from the position if the work is similar, related or a logical assignment to the position.

The job summary does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

APPROVALS:

AGENCY HEAD

CHIEF HR OFFICER