



**Nevada State Board of Massage
Therapists
Employee Work Performance
Standards Form**

Supervisors are responsible for establishing the initial standards, but standards must be reviewed annually and amended when appropriate. The employee must be given the opportunity to provide comment when the standards are revised (NAC 284.468).

Employee Name:	Last	First	Ini	Employee ID #
Class Title:	Compliance Inspector I			Date Standards Est/Rev:
Department/Division:	Nevada State Board of Massage Therapists			
Agency # (3 digits):	957	Home Org # (4 digits):	B036	Position Control #:

I have read and understand the work performance standards for this position. I understand these standards may be modified after discussion with my immediate supervisor and with the concurrence of the appointing authority.

Employee Signature:	Date:
Supervisor Title & Signature: Executive Director	Date:
Reviewing Officer Title & Signature: Executive Director	Date:
Appointing Authority Title & Signature: Executive Director	Date:

Job Elements (Defined as principal assignments, goals, responsibilities and/or related factors.)	*Weighted Value	Performance Standards
Job Element #1:		
Daily Office Duties	25%	Maintains and updates route/establishment files for assigned routes. Provides statistical information regarding routes to the Executive Director and Compliance Inspectors/Investigators. Assists the Executive Director and Board as needed in preparation for meetings. Represents the Board as requested at public speaking engagements. Communications with licensees, board members and staff are to be professional, informative, and efficient. Greets the public and licensees during specified hours. Assists applicants and licensees with online processes. Assists with administrative support for both the Reno and Las Vegas offices. Communication with customers must be maintained as courteous, pleasant, and helpful. Engage in effective professional communication and excellent customer service at all times. Maintain harmonious work relationships and self-control when dealing with supervisor, fellow employees, and the public. No discord created among employees is acceptable. No exceptions allowed.
Job Element #2:		
Field Compliance Inspection	40%	Effectively utilizes time, multi-tasking where appropriate to allow sufficient time to process paperwork as well as efficiently maintain files and correspondence related to the inspection process. Assists the Compliance Inspectors and Investigators as needed. Provides inspections of licensee locations and outcall licensees in compliance with NRS/NAC 640C including hygiene and statutory compliance. Attends training and works with the Compliance Investigators and Inspectors to increase knowledge and achieve NCIT certification within a three-year period.
Job Element #3:		

Accuracy	10%	Demonstrates accuracy in entering data and giving information (verbally or written).
Job Element #4: Adaptability/Adjustment/Cooperativeness	5%	Responds appropriately to coaching and guidance. Demonstrates respect and professionalism for supervisor and fellow employees in their efforts to serve the public in accordance with Board goals and standards. Exhibit flexibility, cooperativeness, and teamwork. Behavior is not to be counterproductive to the Board's goals and standards. Insulting, intimidating, or abusive language will not be tolerated in the workplace with employees and the public. No exceptions allowed.
Job Element #5: Nevada State Board of Massage Therapists Licensing Laws	5%	Exhibits basic understanding and knowledge of licensing laws of the NRS/NAC 640C. Has knowledge of where to obtain law references as they pertain to licensing requirements. Able to direct constituents to appropriate laws. Does not interpret law.
Job Element #6: Safety	5%	Adheres to all workplace safety policies and procedures at all times with no failure to comply. Immediately reports all safety hazards to management for resolution. Intimidation, harassment, and threat of workplace violence is subject to immediate disciplinary action. Addends Defensive Driver training every two-years.
Job Element #7: Attendance	10%	Demonstrate reliability and punctuality. Contacts supervisor for lateness and absenteeism. Maintain appropriate leave balances.
Job Element #8:		

*If a weighted value is not designated, each job element has an equal weight.

Distribution: Original to Agency; Copy to Employee; Copy to Supervisor

NPD-14 Est. 1/03
Revised 3/12

Specific Job Duties and Areas of Training:

- Perform /complete compliance inspections for establishments
- Provide follow-up compliance inspections as needed
- Update route log spreadsheet and ~~database~~ **Daily Activity Sheet**
- Issue citations per NRS/NAC
- ~~Issue cease and desist per NAC~~
- ~~Send unlicensed activity notices~~
- File establishment reports
- Testify for citation appeals
- Write citation ~~and C&D~~ Reports
- Investigate complaints and report findings
- Work with Southern Nevada jurisdictions
- Review jurisdiction websites for meeting information
- Research website advertising and inspect locations
- ~~Maintain daily activity sheet to reflect inspections, office tasks, and special projects~~
- Assist at Board meetings as needed