

Nevada State Board of Massage Therapy

Inspection Team Specifications

Title	Grade
Chief Compliance Investigator	39
Compliance Investigator	37
Compliance Inspector IV	37
Compliance Inspector III	35
Compliance Inspector II	33
Compliance Inspector I	31
Compliance Inspector I Front Desk	29

Series Concept

Compliance Inspectors/Investigators are responsible for ensuring that all massage therapy, reflexology, and structural integration establishments within the State of Nevada comply with NRS/NAC 640C by inspecting each location to insure the health, safety and welfare of the public, educating the licensees and the public regarding the NRS/NAC, and issuing citations for non-compliance.

Individuals travel extensively to carry out the duties of this series and may travel in excess of 75% of the time. Individuals must have a valid Nevada Driver's License and complete the state mandated Defensive Driving course offered by the Department of Administration Division of Risk Management within three (3) months of hire and maintain this requirement throughout employment.

Individuals in this series organize evidence and documentation for presentation to the Board of Massage Therapy and submission to legal counsel for administrative hearings. Testify at Board meetings regarding citations and investigations and serve as the Sargent of Arms during Board meetings.

Individuals interface with other agencies to provide a team approach to compliance. They perform related duties as assigned and may be requested to assist other members of the agency at any time.

Position Concepts

Chief Compliance Investigator

Under general direction, incumbents act as a full supervisor to lower level investigators and inspectors as well as administrative staff that supports the investigation and inspection team. Incumbents review and present data at Board meetings and assist the Executive Director and legal counsel with prosecution of cases. Incumbents may perform the full range of duties described in the series concept. Completion of CLEAR Advanced Certification and Reid Interrogation training or the equivalent are required for this position.

Compliance Investigator

Under general direction, incumbents act as a full supervisor to lower level compliance inspectors and administrative staff that support the compliance inspectors by reviewing work, providing training and

technical advice, preparing work performance standards, evaluating performance, and initiating disciplinary action. Incumbents receive complaints by phone or in writing and evaluate complaints for violations of law and jurisdiction, conduct investigations, develop case files, maintain logs and reports; file evidence along with chronological documentation regarding investigative steps taken and all contact made with complainant, respondent, witnesses, and other sources; utilize information to develop final case report for further litigation if appropriate, and report findings to the Executive Director and legal counsel. Incumbents also perform the full range of duties described in the series concept. Incumbents report to the Executive Director or Chief Compliance Investigator and work is reviewed through completed reports and consultations. Completion of CLEAR Advanced Certification and Reid Interrogation training or the equivalent are required for this position.

Compliance Inspector IV

Under general direction, incumbents act as a full supervisor to lower level compliance inspectors and administrative staff that support the compliance inspectors by reviewing work, providing training and technical advice, preparing work performance standards, evaluating performance, and initiating disciplinary action. Incumbents also perform the full range of duties described in the series concept. Incumbents report to the Executive Director or Chief Compliance Investigator and work is reviewed through completed reports and consultations. Completion of CLEAR Advanced Certification is required for this position as is satisfactory work performance in all areas of the Work Performance Standards as a Compliance Inspector III.

Compliance Inspector III

Under limited supervision, incumbents perform a full range of duties described in the series concept. Incumbents report directly to upper level inspectors/investigators and the Executive Director and may assist with training lower level inspectors. Work is reviewed through completed work and meetings with the supervisor as required. This is the journey level in the series. Completion of CLEAR Advanced Certification is required for this position as is satisfactory work performance in all areas of the Work Performance Standards as a Compliance Inspector II.

Compliance Inspector II

Under general supervision, incumbents perform the range of duties described in the series concept. Ongoing supervision is provided by upper level inspectors/investigators and the Executive Director and work is reviewed regularly to ensure consistency and accuracy. This is a continuing trainee level in the series and progression to the next level may occur upon meeting the minimum qualifications and with the approval of the appointing authority. Experienced incumbents may help train the compliance inspectors and/or administrative staff. Completion of CLEAR Basic Certification is required for this position as is satisfactory work performance in all areas of the Work Performance Standards as a Compliance Inspector I or equivalent job knowledge.

Compliance Inspector I

Under close supervision by a Compliance Inspector II or higher, incumbents receive training in the range of duties described in the series concept. Direct supervision is provided by upper level inspectors/investigators and the Executive Director, and work is reviewed on an ongoing basis. This is the entry level class in the series and progression to the next level may occur upon meeting the

minimum qualifications and satisfactory work performance in all areas of the Work Performance Standards and completion of the CLEAR Basic Certification.

Compliance Inspector I/Front Desk

Under close supervision by a Compliance Inspector II or higher, incumbents receive training in the range of duties described in the series concept. Direct supervision is provided by upper level inspectors/investigators and the Executive Director, and work is reviewed on an ongoing basis. This is the entry level class in the series and progression to the next level may occur upon meeting the minimum qualifications and satisfactory work performance in all areas of the Work Performance Standards and completion of the CLEAR Basic Certification. Incumbent is responsible for meeting and greeting the public during office hours and performing administrative duties to assist the agency in the Southern Nevada office. Incumbent assists the entire team administratively as well as performing inspections.

Minimum Qualifications

Chief Compliance Investigator

Education and Experience: Bachelor's degree or the equivalent. Seven (7) years of experience as an inspector/investigator or two (2) years of experience as a Compliance Investigator or Compliance Inspector IV with overall performance of meets standards or above. Completion of CLEAR Advanced Certification and Reid Interrogation training **or five (5) years experience in law or regulatory enforcement.**

Entry Level Knowledge, Skills, and Ability (required at time of application): Working knowledge of basic principles and practices of supervision and completion ~~of the Department of Administration Division of Human Resources management training courses and application seminar.~~ Experience speaking in public ~~and before the Legislature.~~

Full Performance Knowledge, Skills and Abilities (typically acquired on the job): Knowledge of personnel regulations related to supervision. Ability to recognize training needs and provide specific training; recognize employee strengths and weaknesses and assign work appropriately; recognize program needs and requirements and implement changes as needed; coordinate the completion of projects and resolve issues related to compliance, administration, and enforcement.

Compliance Investigator

Education and Experience: Five (5) years of experience as an inspector or two (2) years of experience as a Compliance Inspector III with overall performance of meets standards or above. Completion of CLEAR Advanced Certification **or five years experience in law or regulatory enforcement.**

Entry Level Knowledge, Skills, and Ability (required at time of application): Working knowledge of basic principles of supervision, inspection and investigation.

Full Performance Knowledge, Skills and Abilities (Typically acquired on the job): Ability to interface with victims and complainants while gathering information. Solid understanding of NRS/NAC 640C and the ability to determine violations of law. Ability to write reports and prepare documents for submission to the Board. Ability to track data and compile information on spreadsheets. Ability to evaluate processes

and make recommendations for improvements to flow and function. Experience conducting compliance inspections, issuing citations, and subpoenas.

Compliance Inspector IV

Education and Experience: Five (5) years of experience as an inspector or two (2) years of experience as a Compliance Inspector III with overall performance of meets standards or above. Completion of CLEAR Advanced Certification.

Entry Level Knowledge, Skills, and Ability (required at time of application): Working knowledge of basic principles of supervision, inspection and investigation.

Full Performance Knowledge, Skills and Abilities (Typically acquired on the job): Ability to interface with victims and complainants while gathering information. Solid understanding of NRS/NAC 640C and the ability to determine violations of law. Ability to write reports and prepare documents for submission to the Board. Ability to track data and compile information on spreadsheets. Ability to evaluate processes and make recommendations for improvements to flow and function. Experience conducting compliance inspections and issuing citations.

Compliance Inspector III

Education and Experience: Three (3) years of experience as an inspector or two (2) years of experience as a Compliance Inspector II with overall performance of meets standards or above. Completion of CLEAR Advanced Certification.

Entry Level Knowledge, Skills, and Ability (required at time of application): Working knowledge of basic principles of supervision, inspection and investigation.

Full Performance Knowledge, Skills and Abilities (Typically acquired on the job): These are identical to the Knowledge, Skills and Abilities required for the Compliance Inspector IV.

Compliance Inspector II:

Education and Experience: Previous work experience in customer service, Word, Excel and Outlook. Two (2) years of experience as a Compliance Inspector I with overall performance of meets standards or above or five (5) years of experience in the industry. Completion of CLEAR Basic Certification (individuals without CLEAR Basic Certification have twelve (12) months from date of hire to complete and pass the certification).

Entry Level Knowledge, Skills, and Ability (required at time of application): Working knowledge of basic principles of inspection.

Full Performance Knowledge, Skills and Abilities (Typically acquired on the job): These are identical to the Knowledge, Skills and Abilities required for the Compliance Inspector IV.

Compliance Inspector I:

Education and Experience: Previous work experience in customer service, Word, Excel and Outlook. Five (5) years of administrative or customer service experience. Completion of CLEAR Basic (individuals without CLEAR Basic Certification have twelve (12) months from date of hire to complete and pass the certification).

Entry Level Knowledge, Skills, and Ability (required at time of application): Intermediate level Word and Excel. Minimum typing speed of 45 words per minute.

Full Performance Knowledge, Skills and Abilities (Typically acquired on the job): These are identical to the Knowledge, Skills and Abilities required for the Compliance Inspector IV.

Compliance Inspector I Front Desk:

Education and Experience: Previous work experience in customer service, Word, Excel and Outlook. Five (5) years of administrative or customer service experience. Completion of CLEAR Basic (individuals without CLEAR Basic Certification have twelve (12) months from date of hire to complete and pass the certification).

Entry Level Knowledge, Skills, and Ability (required at time of application): Intermediate level Word and Excel. Minimum typing speed of 45 words per minute.

Full Performance Knowledge, Skills and Abilities (Typically acquired on the job): These are identical to the Knowledge, Skills and Abilities required for the Compliance Inspector IV.