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Nevada State Board of Massage Therapy

Position Announcement Administrative Assistant II/III

Summary

The Nevada State Board of Massage Therapy (Board) is seeking qualified candidates for a full-time Administrative Assistant II or III in Reno, NV.

Salary and Benefits

The hourly rate for this unclassified position is \$20.42 - \$32.23 per hour Employee/Employer Paid Retirement or \$17.49 – \$27.61 per hour Employer paid retirement depending on experience.

This position is eligible for excellent employee benefits including:

- Retirement with the State of Nevada Public Employees Retirement System
- Medical, dental, prescription drug, and vision
- Twelve (12) paid holidays per year
- Paid vacation and sick leave

Assigned Responsibilities

Administrative Assistant:

- Provide customer services associated with massage therapy, structural integration, and reflexology licenses, renewals, and reinstatements. Including answering questions by phone, email, and in-person.
- Process, organize, and maintain licensee files, including processing of renewals.
- Ensure documentation is scanned and uploaded to licensee files using internal secure location(s). Create new licensee files when applicable.
- Ensure compliance with State laws, regulations, agency policies, and procedures involving the licensing of massage therapists, structural integration practitioners, and reflexologists.
- Review documentation using applicable procedures in multiple programs; determine validity of documents.
- Communicate with the public, businesses, and other department staff to elicit information, explain policies and procedures, and resolve problems.
- Authorize actions that impact licensees; review and update renewal applications; screen renewal applications for completeness, verify all licensure requirements have been met, advise customers of procedures and processes.
- Operate computer equipment to create, retrieve, review, change or update licensee information; ensure appropriate confidentiality and security of information.
- Collect fees including cashier's checks, money orders, and credit card payments.
- Process payments and deposits.

- Provide various clerical support to other team members and the Executive Director.
- Perform related duties as assigned.

Knowledge, Skills, and Abilities

- General knowledge of customer service skills; modern office practices, procedures and equipment; recordkeeping and filing methods
- Ability to provide professional customer service by phone, email or in person.
- Ability to provide basic information and direction to licensees or applicants;
- Ability to have flexibility, cooperativeness and work in a team environment;
- Ability to utilize computer software programs including, but not limited to Word, Excel, and Adobe;
- Ability to learn complex licensing requirements and procedures;
- Ability to maintain confidentiality of information;
- Ability to interpret written and oral instructions;
- Ability to communicate effectively both orally and in writing;
- Demonstrates accuracy in entering data and giving information (verbally or written);
- Ability to verify accuracy of names, numbers, dates and other information;
- Ability to effectively utilize time management when multitasking is required;

Education, Training, and Experience

Graduation from high school or equivalent education and two years of experience which included public and/or customer contact including explaining rules, regulations, policies and procedures.

Applicants must meet the minimum typing speed of 30 words per minute at the time of recruitment.

How to apply

Interested applicants must submit a cover letter and resume to:

Nevada State Board of Massage Therapy
Attn: Elisabeth Barnard, Executive Director
1755 E. Plumb Lane, Suite 252
Reno, NV 89502

Or by email ebarnard@lmt.nv.gov (in the subject line please reference Administrative Assistant II/III)

Applications will be accepted until the position is filled.

The Nevada State Board of Massage Therapy is an equal opportunity employer.