

Physical Therapy Board

POSITION TITLE: BOARD OPERATIONS SUPPORT SPECIALIST

JOB TYPE: FULL-TIME (35 HOURS/WEEK)

REPORTS TO: EXECUTIVE DIRECTOR

SUPERVISORY RESPONSIBILITY: NONE

POSITION LOCATION: LAS VEGAS, NV

DEFINITION AND SUMMARY:

Under the direct supervision of the Executive Director, the Board Operations Support Specialist will support all administrative functions of the Board with responsibility for the following areas.

CASE MANAGEMENT: The Board Operations Support Specialist will focus on case management activities relating to the provisions of the physical therapy practice act.

BOARD REPORTING: The Board Operations Support Specialist will focus on reporting public licensure and disciplinary data, adhering to Nevada Revised Statutes (NRS) Chapter 640/Nevada Administrative Code (NAC) Chapter 640 and other applicable statutes and policies.

LICENSING ASSISTANCE: The Board Operations Support Specialist will focus on processing licensing applications for prospective licensees (physical therapists and physical therapist assistants).

ADMINISTRATIVE SUPPORT: The Board Operations Support Specialist will provide administrative support by planning, coordinating, and carrying out day to day administrative support as assigned by the Executive Director.

Applicants should have excellent administrative and organizational skills with the ability to effectively communicate both verbally and in writing. The ideal candidate is detail-oriented, organized, and flexible with exemplary customer service skills, a friendly, helpful, and professional demeanor, and the ability to work as part of a team are imperative. Successful candidates will be highly motivated and exhibit excellent attention to detail.

Note: The examples of work listed in this announcement are not all-inclusive. The omission of specific statements does not preclude management from assigning specific duties not listed herein if such duties are necessary for the completion of board business.

DUTIES AND RESPONSIBILITIES: These duties are a representative sample; position assignments may vary and are subject to change as needs and job requirements change.

CASE MANAGEMENT:

- Coordinate case activities from the administrative filing of a complaint or licensee inspection, to final case disposition.
- Process complaints filed with the Board, ensure presented documents meet all necessary requirements; interact with complainants, respondents, and witnesses by phone and via correspondence using clear, effective communication.
- Organize paper-based files, and electronic files on computer system; monitor calendars, meeting deadlines and document actions; input information into file database and case management software.
- Schedule and coordinate inspector training, including online, webinar, one-on-one, and ad-hoc training sessions as necessary; assign and track inspections; maintain contact with inspectors to address concerns, deadlines and training issues.
- Compile, research, and organize data and information into clear and concise written documents; prepare files for hearings.
- Maintain and update records and status of files that remain open and pending; close case files and ensure they are in proper order in compliance with existing procedures.
- Perform other administrative work as directed or assigned by the Executive Director.

BOARD REPORTING:

- Enter disciplinary information into licensee files; electronically report disciplinary actions to state and national reporting agencies; ensure entries are complete and technically correct.
- Create and report statistical data to local, state, federal agencies and other parties as directed.
- Update and maintain database systems and administrative files; coordinate logistical arrangements for Board Meetings and related functions, compile board documents; operate standard office equipment, other duties as assigned.
- Maintain records retention program; monitor records activities, recommend corrective actions or changes to conform to agency policies, state and federal regulations, and modern records management practices; coordinate with the State Library on the transfer of applicable records.

LICENSING ASSISTANCE: (Assist Licensing Coordinator)

- Process licensing applications as required by statute and regulation; interact with applicants, licensees and the public; ensure compliance with legal requirements and procedures relating to professional licensure and Board laws and regulations; participate in meetings and provide support for regulatory functions; assist in processing of applications for licensure and renewal.
- Process e-mails for general and licensing communications; prepare and mail pertinent documents; file, organize, maintain, house and dispose of records as needed.
- Track active, inactive, or expired licensees.
- Resolve and answer customer inquiries, gather and process information to resolve problems in a timely manner; research and solve problems, maintain confidentiality and data integrity.

ADMINISTRATIVE SUPPORT:

- Provide administrative assistance to Board and Advisory Committees. Correspond with members; compile board documents; make meeting arrangements, set up conference calls and make travel arrangements; prepare and post meeting agendas, distribute mailings; understand and comply with open meeting law requirements (NRS 241) and legislatively mandated information; prepare, schedule and coordinate meeting logistics and court reporters; facilitate and record meetings and prepare meeting minutes.
- Provide administrative assistance to the Executive Director. Assist with projects and assignments, prepare papers and reports; compile and organize, summarize, deliver or present information; conduct research and analysis; develop options, make recommendations, and compose reports and correspondence; review, format, edit and produce a variety of materials such as brochures, flyers, and letters; serve as a liaison with licensing software vendor, consultants, contractors and board inspectors; maintain paper and electronic files to include applicants, licensees, inspections and audits; monitor and review new legislation, rules and other mandates requiring procedural and/or administrative change; attend regular staff meetings, may provide support at Board meetings and advisory committee meetings.
- General office administrative assistance. Answer telephones, greet and assist walk-in customers; provide information in a professional manner; receive and process incoming mail, faxes and deliveries, process outgoing mail, general filing and office upkeep.
- Other duties as assigned by the Executive Director.

TRAINING, EDUCATION AND EXPERIENCE:

Associate's Degree from an accredited college or equivalent combination of education and/or experience preferred. Minimum of two years' progressive experience providing customer service and/or administrative support.

WORK ENVIRONMENT:

Work is performed in a typical office setting. Use of personal vehicle may be required to attend meetings.

BENEFITS/COMPENSATION OFFERED:

- PERS (Public Employees Retirement System)
- Annual Paid Holidays
- Paid Time Off (PTO)

HOURLY WAGE: \$18

CLOSING DATE: Until recruitment needs are satisfied.

HOW TO APPLY: To apply, send a resume and cover letter to: pted@govmail.state.nv.us.

The Nevada Physical Therapy Board is an equal opportunity employer.

The State of Nevada is committed to Equal Employment Opportunity/Affirmative Action in recruitment of its employees and does not discriminate on the basis of race, color, national origin, religion or belief, age, disability, sex, sexual orientation, gender identity or expression, pregnancy, domestic partnership, genetic information (GINA), or compensation and/or wages.