

# State of Nevada Board of Cosmetology

## Unclassified Position Announcement

### Lead Service Specialist

#### The gist

The [Nevada State Board of Cosmetology's](#) mission is to protect the public by delivering consumer protection services. We provide testing, licensing, and inspection services for licensed individuals and businesses in the beauty service industry.

We are looking for a Lead Service Specialist to manage our testing and licensing services with 5-9 team members of the Specialist Team. This position will lead the Specialist Team in its continued quest to deliver fast, efficient, and accurate information and services to our guests, licensees, consumers, and other constituents.

This position will also be a member of the Leadership Team and its continued focused monitoring of team goals and objectives to ensure the agency's [mission statement](#) and vision statements are fulfilled.

#### What we are looking for

We are looking for a positive and energetic individual that can calmly perform multiple tasks in a fast-paced environment. The ideal candidate would have an open-mind to change, have an analytical mind for the development of procedure guides, and have a creative mind for the exploration of a better way to deliver our services and communicate information. Having bilingual language abilities in Chinese, Spanish, or Vietnamese is a benefit.

#### Abilities & Knowledge:

- Ability to learn and understand laws and regulations. ([NRS 644](#) & [NAC 644](#))
- Ability to organize, prepare, and conduct meetings.
- Ability to communicate in writing and verbally.
- Ability to think analytically about processes and the consequences of a decision.
- Ability to coach staff and ensure the team's purpose and goals are accomplished.
- Ability to review reports and interpret the information communicated.
- Ability to learn software products and instruct others.
- Ability to navigate and use a computer and tablet.
- Ability to review information for inaccuracies or inconsistencies.
- Ability to deliver exceptional customer services.
- Knowledge of Google Suite Products: Docs, Sheets, Slides, Gmail, etc.
- Knowledge of general office operations, functions, and equipment.

#### What you will be doing

- Application Services
  1. Review and process applications in a timely manner.
  2. Ensure monetary deposits are accurate.
  3. Maintain updated applications and forms for public use.

4. Maintain updated licensee records.
  5. Supervise and assist team with reviewing and processing applications.
- Information Services
    1. Maintain updated information on the website and social media.
    2. Maintain an active FAQ list.
    3. Provide general information to customers.
    4. Provide and deliver customer communications based on needs.
    5. Supervise and assist team with providing accurate licensing information.
    6. Develop information campaigns for testing and licensing services.
  - Customer Service
    1. Deliver licensing services in friendly manner (in-person, on phone, and email).
    2. Provide fast, efficient, and accurate information.
    3. Provide follow up information and direction.
    4. Supervise and assist team with difficult situations.
  - Mail Services
    1. Incoming mail management.
    2. Outgoing mail management.
    3. Send-back mail management.
    4. Returned mail management.
    5. Supervise daily mail activities.
  - Specialist Team Management
    1. Organize and prepare team meetings.
    2. Maintain meeting agenda and notes.
    3. Maintain team communication.
    4. Supervise and manage Specialist Team.
  - Team Participation
    1. Participate and assist in the Leadership Team's objective.
    2. Lead and assist in the Specialist Team's objective.
  - General Duties and Responsibilities
    1. Maintain knowledge of NRS 644 and NAC 644.
    2. Maintain knowledge of operational processes and organization.
    3. Provide information updates to staff related to team(s) progress.
    4. Establish and maintain a positive and fast-paced environment.

### **What are the requirements for the Lead Service Specialist Position?**

- Bachelor's degree in business administration, public administration, communication, marketing, advertising, or a closely related field and two years of experience delivering excellent customer service and the usage of technology in a fast-paced office environment. OR
- Five years of experience delivering excellent customer service and using technology in a fast-paced office and demonstrated possession of the necessary abilities and knowledge for the position.
- Valid Nevada driver's license (within 2 months of start date).

### **Position Benefits**

- Unclassified position with the State of Nevada.
- Pay Range (\$48k-\$71k) based on education and experience.
- Pay Grade and Step (35-1 to 35-10).
- Medical, Dental, and Vision Insurance with [Nevada Public Employees' Benefits Program](#).
- Retirement package with [Public Employees' Retirement System of Nevada](#).
- 10 Hours of Sick Leave per month (after initial 90 days of employment).
- 10 Hours of Annual Leave per month.

### **Additional Benefits**

- Four day work week (Monday - Thursday) and holidays off.
- Progressive annual compensation based upon value added to organization.
- Nike polo T-shirts provided for work uniform.
- Team building and staff appreciation events.
- Modern office including height adjustable desks and dual-screens.
- Casual work environment and enthusiastic team culture.

### **How to apply**

Please submit your resume via email to Andrew Helms, Chief Financial Officer ([andrew@nvcosmo.com](mailto:andrew@nvcosmo.com)). If email is not an option, please submit to:

Nevada State Board of Cosmetology  
Attn: Andrew Helms  
8945 West Russell Road, Suite 100  
Las Vegas, Nevada 89178

This job posting will close on Friday, January 5th, 2018.