



**NEVADA LEGISLATIVE COUNSEL BUREAU  
ADMINISTRATIVE DIVISION  
SESSION MESSAGE CENTER OPERATOR**

**POSITION:** Message Center Operator, Temporary Full-Time Employment, Carson City, NV  
**Contact:** Ken Kruse, Human Resources/Accounting, 775.684.6966

**SALARY AND BENEFITS:**

Grade 23, (\$13.76 per hour at the Employee/Employer Retirement Rate; Benefits include paid holidays, annual leave, sick leave, a retirement plan, and health insurance, after appropriate waiting periods. An explanation of the retirement options and information regarding state retirement benefits may be accessed at <http://nvpers.org/>.

A description of the current health and dental benefits provided to all state employees is available at [http://pebp.state.nv.us/all\\_plan\\_benefits.htm](http://pebp.state.nv.us/all_plan_benefits.htm). Other optional benefits are also available, including a deferred compensation program.

This position is scheduled to begin starting January 2017 and ending on or before June 30, 2017.

**SUMMARY:**

The successful applicant must show great attention toward customer service as they will be answering the phone for the Legislative Counsel Bureau during the 2017 session, assisting and directing callers, transferring calls and logging opinions. The Message Center Operator will also spend part of their day working in the Public Bill room handing out legislative materials to lobbyists, the public and members of the press. There will be peak periods requiring overtime, including some weekends.

This job description provides a list of the range of duties performed by employees who hold this position. It does not list all of the duties of the job. To meet the needs of the Administrative Division, an employee in this position may be asked by supervisors to perform other duties in addition to or in lieu of those set forth herein. An employee in this position will be evaluated in part based upon the performance of the tasks listed in this job description. The Administrative Division has the right to revise this job description at any time. The job description is not a contract for employment.

**DUTIES & RESPONSIBILITIES:**

- Provide friendly, accurate and knowledgeable information to staff and the public;
- Operate a telephone system;
- Operate a computer-based software program to transfer calls;
- Use of the Internet and Intranet to assist callers and log bill opinions;
- Ability to serve as backup to bill room clerks in disseminating bills to the public.

**KNOWLEDGE OF:**

- General knowledge of the legislative process;
- The effective use of and operation of technology;
- Microsoft Office 2010, Word, Excel, Outlook, and Access;
- Use and operation of a wide variety of tools and equipment used in office facilities;
- Phone etiquette;

- Safe working practices and adherence to these practices.

**SKILLS & ABILITY TO:**

- Communicate effectively, both verbally and in writing;
- Effectively prioritize tasks and manage time to ensure responsiveness to requests;
- Be punctual and dependable;
- Provide excellent customer service;
- Work effectively independently as well as with others;
- Establish and maintain effective working relationships with others;
- Identify possible problems and anticipate solutions to customer comments;
- Use computers for electronic mail, word processing, internal calendar programs, and general administrative use.

**WORKING CONDITIONS:**

- Periods of high stress – especially during legislative session;
- Possible overtime (including some weekends) during the legislative session;
- Requires extended periods of sitting;
- Some standing when in the public bill room;
- Work in a shared office space.

**EDUCATION AND EXPERIENCE:**

- Graduation from high school or equivalent education;
- Experience in answering phones and front counter work in a business setting.

**APPLICATION PROCESS:**

The Legislative Counsel Bureau (LCB) is the central non-partisan staff agency serving to support the legislative branch of government and collectively serves the Nevada Legislature. The LCB invites interested applicants to fully familiarize themselves with the above-outlined duties, abilities, and job functions. Applicants are subject to a background check.

All applicants must submit an LCB Employment Application and are encouraged to submit a letter of interest with a current résumé. The LCB application can be found at: <http://www.leg.state.nv.us/App/CareerOpenings/A/>. Applications will be accepted until the position is filled. All applications will be accepted on a first-come, first-served basis. Hiring may occur at any time during the recruitment process. Email may be used to transmit your application, letter and résumé. Please utilize a Word or PDF format and send to [kkruise@lcb.state.nv.us](mailto:kkruise@lcb.state.nv.us). Applications may be dropped off in person to Room 1140 of the Nevada Legislature or mailed to:

Legislative Counsel Bureau  
Attn: Ken Kruse, Human Resources/Accounting  
401 S. Carson Street  
Carson City, NV 89701-4747

**NOTE: The Legislative Counsel Bureau is an Equal Opportunity Employer and does not discriminate on the basis of race, creed, color, national origin, sex, sexual orientation, gender identity or expression, age, political affiliation or disability.**