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## **Nevada State Board of Massage Therapy**

### **Position Announcement Administrative Assistant II or Administrative Assistant 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 as Administrative Assistant II is \$20.42 - \$29.56 per hour Employee/Employer Paid Retirement or \$17.49 – \$25.32 per hour Employer paid retirement.

The hourly rate for this unclassified position as Administrative Assistant III is \$22.13 - \$32.23 per hour Employee/Employer Paid Retirement or \$18.96 – \$27.61 per hour Employer paid retirement

Placement as Administrative Assistant II or Administrative Assistant III will depend 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.

**1755 E. Plumb Lane, Suite 252 Reno, NV 89502**  
**Phone: 775.687.9955 Fax: 775.786.4264 [www.massagetherapy.nv.gov](http://www.massagetherapy.nv.gov)**

- 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**

Administrative Assistant II - 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.

Administrative Assistant III - Graduation from high school or equivalent education and three years of progressively responsible relevant work 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](mailto: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.