

NEVADA BOARD OF OSTEOPATHIC MEDICINE - JOB ANNOUNCEMENT

ADMINISTRATIVE/COMPLAINTS ASSISTANT

40 HOURS PER WEEK- Mon-Fri 8a-5p

REPORTS TO: EXECUTIVE DIRECTOR

SUPERVISORY RESPONSIBILITY: NONE

POSITION LOCATION: Henderson, NV

Under direct supervision of the Executive Director, the **Administrative/Complaints Assistant** will be able to perform both administrative and complaint-related tasks.

GENERAL KNOWLEDGE, SKILLS AND ABILITIES

- Receptionist for incoming phone calls and visitors.
- Proficient in computer use and general programs: Word, Excel, Microsoft Teams, and PowerPoint.
- Adheres to work schedule; follows through and completes assignments on time.
- Able to work under pressure and meet deadlines.
- Able to interpret written and oral communication.
- Demonstrates courteous, professional, positive attitude toward internal and external customers.
- Notifies supervisor of conflicts, problems and complaints. Communicates effectively, both verbally and in writing.
- Be familiar with and understand Nevada Revised Statutes (NRS) Chapter 633/Nevada Administrative Code (NAC) Chapter 633 and other applicable statutes/regulations.
- Demonstrates common sense when carrying out job duties.

RESPONSIBILITIES INCLUDE THE FOLLOWING: (Tasks below are not inclusive of all work)

ADMINISTRATIVE ASSISTANT

- Proficiency with telephone and voicemail systems.
- Obtain proficiency of in-house computer software system to access licensee and other information.
- Familiarity with, and manage, the Board website - www.bom.nv.gov.
- Knowledgeable about other public agencies.
- Respond to public information requests.
- Clerical/mail related duties, such as retrieving and opening mail daily; and, creating letters of correspondence.
- Prepare outgoing mail, including Fed-Ex/Certified.
- Manage Board emails and distribute emails as appropriate.
- Management of petty cash under Executive Director's direction.
- Scan and shred documents.
- Manage file room documents, including both dismissed and current cases.
- Assist Executive Director in all phases of preparing for Board meetings, including, but not limited to, agenda posting, understand and comply with Open Meeting Law requirements (NRS 241) and related tasks.
- Assist in some licensing and other duties as assigned by the Executive Director.

COMPLAINTS ASSISTANT

- Assist complaint specialist/investigator with processing complaints as required by statute and regulation.
- Update status of complaints in the system and note all details and new information as received throughout the entire complaints process.
- Assist complaint specialist/investigator in all phases of the complaint/investigation process as needed.
- File, prepare and mail documents; organize files and charts; respond to complaint-related emails.
- Preparing correspondence and reports related to complaints/investigations.
- Understand and interpret legislatively mandated information related to complaints and investigations.
- Enter and track medical malpractice cases, board actions or any type of disciplinary reports and monitor all open claims for report of closure.
- Other duties as assigned by the Executive Director.

TRAINING AND EXPERIENCE

- At least two years of administrative experience. High School diploma required.
- Complaint/Investigation experience helpful.

WORK ENVIRONMENT

- Work will be performed in the office from Monday through Friday 8am-5pm.
- Requires sufficient personal mobility and physical abilities to permit the employee to function in a general office environment to accomplish tasks

LICENSES AND CERTIFICATES

- Hold or be able to acquire a valid Nevada driver's license or equivalent government issued identification appropriate for air travel.
- May be required to attend training in administration and complaints/investigations.

BENEFITS/COMPENSATION OFFERED

- Medical and Dental
- PERS (Public Employees Retirement System)
- Annual Paid Holidays (12)
- Paid Time Off (PTO)
- Deferred Compensation
- Supplemental Insurance Plans

HOURLY WAGE: \$19 - \$21

APPLICATION DEADLINE: August 15, 2024

You must provide at least two (2) professional references.

Eligible applicants who meet the minimum qualifications will be considered.

Please forward your resume and cover letter to:

fdimaggio@bom.nv.gov

The Nevada State Board of Osteopathic Medicine is an equal opportunity employer

In your cover letter, please indicate how you learned about this position.

If through a web site, please specify the name of the web site.