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NEVADA STATE
BOARD OF OSTEOPATHIC MEDICINE
2275 Corporate Circle, Suite 210
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www.bom.nv.gov

Frank DiMaggio, JD
Executive Director

June 6, 2025

Board Position Announcement

ADMINISTRATIVE/COMPLAINTS ASSISTANT

The Nevada State Board of Osteopathic Medicine is accepting applications for the position of Administrative/Complaints Assistant. This is a board full-time position and will be located at 2275 Corporate Circle, Henderson, Nevada 89074. The State of Nevada is committed to recruiting and retaining a talented workforce to provide outstanding customer service to citizens of Nevada and other agencies.

Pay Rate: \$19.00/hr to \$21.00/hr (Employer-Paid rate)

Benefits and Pay: The State benefits package includes a retirement system, paid health, vision, dental, life and disability insurance, 12 paid holidays, and paid sick and annual leave. Other employee paid benefits such as deferred compensation plans are available.

Posting Closing Date: Until Recruitment Needs are Satisfied.

Agency Responsibilities: To protect and safeguard the public by licensing and disciplining Doctors of Osteopathic Medicine, Physician Assistants and Anesthesiologist Assistants.

Position Description:

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.

Minimum Qualifications:

- At least two years of administrative experience. High School diploma required.
- Complaint/Investigation experience helpful.
- Provide at least two (2) professional references

How to Apply: Please forward your resume, professional references, and cover letter to:
fdimaggio@bom.nv.gov

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT

- 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.
- 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.

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