

STEVE SISOLAK
GOVERNOR



STATE OF NEVADA
OFFICE OF GOVERNOR STEVE SISOLAK
One Hundred One North Carson Street
Carson City, Nevada 89701

NON-CLASSIFIED POSITION ANNOUNCEMENT

Position Title: Constituent Services Program Officer

Position Status: Full-time

Salary Range: \$45,000 - \$52,000 (employee/employer)

Location: Carson City, NV

Position Summary/Scope of Work: The State of Nevada Office of the Governor is seeking a professional, highly organized, and energetic individual who has experience assisting and directing persons to the correct office for assistance, working with multiple agencies, and working directly with constituents to respond to requests and inquiries. The duties of this position will include:

- Support the Constituent Services team by responding to constituent requests and inquiries;
- Manage, log, and track correspondence and email through Internet Quorum (IQ) system;
- Effectively interact and collaborate with a state agencies and constituents on a myriad of topics and complex matters;
- Coordinate with Constituent Services team, Communications team, and Senior Staff to compose substantive responses to trending topics;
- Attend and speak at outreach events on behalf of the Governor and his office;
- Compose language for greeting letter, certificate, and proclamation requests - requiring strong grammar skills;
- Assist the Governor's Office with front desk coverage, as needed, and;
- Other duties as assigned

Minimum Education Required: Bachelor's degree in public administration, or other related discipline **OR** high school diploma with two years of similar experience

Preferred Experience: Applicants preferably have two to four years of progressively responsible program support experience which includes duties such as developing and presenting information, grammar, spelling and punctuation sufficient to compose reports and correspondence; ability to analyze and interpret policies, regulations and technical materials; effectively interacting and communicating with a variety of individuals from various socioeconomic, ethnic and cultural backgrounds.

Skills Required:

- Type at least 45wpm
- Strong telephone skills and experience with multi-line phone system
- Ability to maintain discretion and confidential information
- Computer literate with a working knowledge of Microsoft Suite
- Exceptional verbal and written communication skills
- Strong attention to detail
- Excellent organizational skills
- Ability to multi-task
- Professional attitude
- Fluent in Spanish as a second language is highly desirable

The State of Nevada is committed to Equal Employment Opportunity/Affirmative Action in recruitment of its employees and does not discriminate on the basis of race, color, national origin, religion or belief, age, disability, sex, sexual orientation, gender identity or expression, pregnancy, domestic partnership, genetic information (GINA), or compensation and/or wages.

Benefits Include:

Medical, dental, vision care, life and disability insurance programs are available; eleven paid holidays per year; three weeks of annual leave; three weeks of sick leave; state defined benefit retirement plan; tax-sheltered deferred compensation plan available. State employees do not contribute to Social Security; however, a Medicare deduction is required. For additional information, please visit the Division of Human Resource Management of the Department of Administration, the Nevada Public Employees Benefits Program, and the Public Employees Retirement System of Nevada.

To Apply:

Interested applicants must submit their cover letter, resume and a list of professional references to: RanDee Brems – randeebrems@gov.nv.gov. Applicants will be considered until recruitment needs are satisfied.