



# State of Nevada

*Invites you to apply for*

**RECEPTIONIST / CUSTOMER SERVICE REPRESENTATIVE**





# THE STATE OF NEVADA

## MISSION

The Nevada Way: Empowering the executive branch to provide solution-oriented customer service to residents, businesses, and visitors so Nevada is recognized for its world-class destinations, its innovative and business-friendly economic environment, its quality of life, and its efficiently and effectively run state government.

## VISION

Governing with transparency and fiscal responsibility; working with local government, non-profit and industry partners; delivering dependable services to citizens and visitors; and creating opportunities for Nevadans to lead safe, healthy, prosperous, and productive lives.

**“OUR CAPACITY TO  
ACHIEVE GREAT DEEDS  
WILL NEVER BE IN  
QUESTION, BECAUSE WE  
WILL FOLLOW THE NEVADA  
WAY – NEVER GIVE UP,  
NEVER GIVE IN, AND NEVER  
STOP DREAMING.”**



**Governor Joe Lombardo**  
*STATE OF THE STATE ADDRESS*

The State of Nevada, encompassing over 110,000 square miles, is a land of vast natural beauty, economic diversity, and cultural vibrancy. Known as the “Silver State” for its historic mining legacy, Nevada today is equally recognized for its dynamic cities, rugged outdoor landscapes, and spirit of independence. Anchored by metropolitan hubs like Las Vegas and Reno, Nevada also offers a rich tapestry of rural communities, tribal lands, and open desert that reflect its deep Western roots.

Home to more than 3.2 million residents, Nevada is one of the fastest-growing states in the nation. The state features no personal income tax, a favorable business climate, and year-round recreational opportunities—from world-class entertainment and dining to hiking, skiing, and stargazing beneath some of the clearest night skies in the U.S.

With over 300 days of sunshine annually in many regions, Nevada’s climate ranges from the dry heat of the Mojave Desert to the four-season beauty of the Sierra Nevada. The state is also home to Lake Tahoe, Great Basin National Park, Red Rock Canyon, and more than 800,000 acres of state park land.

Nevada balances innovation and tradition, offering a high quality of life, a growing emphasis on sustainability and technology, and a commitment to preserving the natural and cultural richness that makes the state truly one of a kind.





## NEVADA STATE CONTRACTORS BOARD

# MISSION STATEMENT:

*The Nevada State Contractors Board (NSCB) is committed to ensuring the integrity and professionalism of the construction industry in Nevada. The NSCB has the responsibility to promote quality construction by Nevada licensed contractors through a regulatory licensing system designed to protect the health, safety and welfare of the public.*

# VISION STATEMENT:

*To shape a resilient and thriving construction industry in Nevada—one built on integrity, innovation, and accountability. We envision a future where contractors are empowered, consumers are protected, and the industry grows with purpose and sustainability. Through strategic planning, transparent goals, and meaningful partnerships, we are laying the foundation for a stronger tomorrow—for builders, for stakeholders, and for the state we serve.*

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## UNIT SECTIONS:

### LICENSING



# THE IDEAL CANDIDATE



**Join a team where your impact will matter from day one.**

## WHAT WE'RE LOOKING FOR:

The Nevada State Contractors Board is seeking a full-time receptionist / Customer Service Representative and requests all interested and qualified person to apply. The position reports to the Licensing Supervisor in Las Vegas, Nevada. The successful candidate will possess excellent communication, customer service, data entry and record keeping skills, experience working in an office environment, ability to meet customer expectations in a positive and professional manner, and possess the ability to multi-task in a fast-paced environment.

## WHAT YOU'LL BE DOING:

- Answer incoming calls and responds to requests for information.
- Assist customers concerning a variety of issues related to licensing and enforcement matters.
- Process incoming and outgoing mail.
- Prepare cash receipts for funds received.
- Perform data entry and record keeping tasks.
- Scan applications and documents into assigned document storage system.
- Willing to perform all other duties as assign.

## KEY QUALITIES & COMPETENCIES:

- Ability to effectively deal with all types of customers.
- Clearly communicate, both orally and in writing.
- Effectively operate a multi-line telephone system.
- Attention to accuracy and detail-oriented.
- Process and organize documents.
- Ability to process documents into a content document platform.
- Be well-organized and attentive to detail.
- Have the ability to successfully multi-task.
- Demonstrate proficiency in Microsoft Word, Excel, using a desktop computer, scanner and Outlook.

## SALARY:

Starting annual salary is between \$33,420 - \$50,130; to be determined based on experience. Benefit package includes Medical, Dental, Vision, Long Term Disability, 401 and 457 pension plans. The Board is a quasi-State agency and employees are not participants in the Nevada P.E.R.S. retirement program.

## QUALIFICATIONS:

Graduation from high school or equivalent education and one to two years of related experience in a professional office environment.

## LOCATION:

Reno, NV



# APPLICATION & SELECTION PROCESS

Applications will be accepted on a first-come, first-serve basis and will continue to be accepted until the position is filled. Applicants are therefore strongly encouraged to submit their applications as soon as possible. Hiring may occur at any time during the recruitment process. Interested applicants should submit their cover letter, resume, and a list of three professional references to:

Interested applicants may submit their resume, with subject line "Customer Service Representative" to [recruit4@nscb.state.nv.us](mailto:recruit4@nscb.state.nv.us)

In your cover letter please indicate how you heard about this position. If you heard about this position through a website, please specify which website.

Thank you!

