

Nevada State Contractors Board
Investigative Administrative Assistant
Reno, Nevada

The Nevada State Contractors Board is seeking a qualified candidate for the position of Investigative Administrative Assistant. Under the general supervision of the Investigations Supervisor, the Investigative Administrative Assistant performs routine clerical and administrative functions such as drafting correspondence, scheduling appointments, organizing and maintaining paper and electronic files, or providing information to callers. This position prepares investigative files for investigators and prepares, maintains and distributes monthly and quarterly building reports. The Investigative Administrative Assistant prepares and mails opening/closing letters to complainants and contractors and opens and closes workmanship, money owing and industry-regulation complaints. This position requires good organizational and time-management skills.

Duties and Responsibilities May Include, But Are Not Limited To:

- ❖ Composes, types and distributes meeting notes, routine correspondence and reports.
- ❖ Greets visitors and callers, handles their inquiries, takes messages or transfers calls to the appropriate individuals.
- ❖ Opens, reads, routes and distributes incoming mail and other material and answers routine letters.
- ❖ Opens and closes complaints against licensed and unlicensed contractors.
- ❖ Prepares and mails opening/closing letters to complainants and contractors.
- ❖ Prepares investigative files for investigators.
- ❖ Locates and attaches appropriate files to incoming correspondence requiring replies.
- ❖ Processes fingerprints and maintains supporting records.
- ❖ Assists with background investigations, complaint review and analysis and prepares spreadsheet analysis on victim complaints, advertising cases and subpoenas.

- ❖ Prepares reports for submission to the District Attorney and/or the Board.
- ❖ Compiles, maintains and distributes departmental reports, including complaint aging, investigator reports and the quarterly citation reports.
- ❖ Assists in preparing disciplinary documents and disciplinary hearing schedules.
- ❖ Prepares meeting agendas and compiles supporting documentation.
- ❖ Orders and maintains adequate inventory of office equipment and supplies.
- ❖ Operates office equipment such as fax machines, copiers and phone systems and uses computers for spreadsheets, word processing, database management and other applications
- ❖ Manages supervisor's calendar and independently schedules appointments.
- ❖ Arranges complex and detailed travel plans and itineraries, compiles documents for travel-related meetings and processes travel expense reports.
- ❖ Processes license verifications and complaint-history requests.
- ❖ Files and maintains records in accordance with Nevada law and retention requirements.
- ❖ Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- ❖ Principles and processes for providing customer and personal service, which includes customer-needs assessment, meeting quality standards for services and evaluation of customer satisfaction.
- ❖ Administrative and clerical procedures and systems such as word processing, managing files and records and other office procedures and terminology.
- ❖ The structure and content of the English language, including the meaning and spelling of words, rules of composition and grammar.
- ❖ Business management principles involved in resource allocation and coordination of people and resources.

Skill in:

- ❖ Talking to others to convey information effectively.
- ❖ Giving full attention to what other people are saying, taking time to understand points being made, asking questions as appropriate and not interrupting at inappropriate times.
- ❖ Actively looking for ways to help people.
- ❖ Understanding written sentences and paragraphs in work-related documents.
- ❖ Communicating effectively in writing as appropriate for the needs of the audience.
- ❖ Managing one's own time and the time of others.
- ❖ Monitoring/assessing performance of yourself, other individuals or the organization to make improvements or take corrective action.

Ability to:

- ❖ Communicate information and ideas in speaking so others will understand.
- ❖ Listen and understand information and ideas presented through spoken words and sentences.
- ❖ Add, subtract, multiply and divide quickly and correctly.
- ❖ Speak clearly so others can understand.
- ❖ Read and understand information and ideas presented in writing.
- ❖ Concentrate on a task for a period of time without being distracted.
- ❖ Communicate information and ideas in writing so others will understand.
- ❖ Tell when something is wrong or is likely to go wrong; it does not necessarily involve solving the problem, but only recognizing there is a problem and responding appropriately.

ATTRIBUTES AND COMPETENCIES

To perform the job successfully, an individual should demonstrate the following attributes and competencies to perform the essential functions of this position:

- ❖ Team Work: balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit.
- ❖ Analytical: collects and researches data; uses intuition and experience to complement data.
- ❖ Organization Support: follows policies and procedures; completes administrative tasks correctly and on time; supports firm's goals and values.
- ❖ Customer Service: responds promptly to customer needs; responds to requests for service and assistance.
- ❖ Dependability: follows instructions; responds to management direction; takes responsibility for own actions; keeps commitments; completes tasks on time and notifies appropriate person with an alternative plan.
- ❖ Quality: demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; monitors own work to ensure quality.
- ❖ Professionalism: approaches others in a tactful manner; treats others with respect and consideration regardless of their status or position; follows through on commitments.
- ❖ Ethics: treats people with respect; keeps commitments; inspires trust of others; works with integrity and ethically; upholds organizational values.
- ❖ Adaptability: adapts to changes in the work environment; manages competing demands; able to deal with frequent change, delays or unexpected events.
- ❖ Oral Communication: listens and gets clarification; participates in meetings.
- ❖ Written Communication: writes clearly and informatively; able to read and interpret written information.
- ❖ Judgement: exhibits sound and accurate judgement; includes the appropriate people in the decision-making process.
- ❖ Attendance/Punctuality: is consistently at work on time; ensures work responsibilities are covered when absent.
- ❖ Planning/Organizing: prioritizes and plans work activities; uses time efficiently.

- ❖ Interpersonal: maintains confidentiality; remains open to others' ideas and tries new things.
- ❖ Initiative: seeks increased responsibilities; looks for and takes advantage of opportunities; asks for and offers help, when needed.

EDUCATION AND EXPERIENCE

- ❖ Associate's degree (AA/AS) or equivalent from a two-year college or technical school; or one (1) to two (2) years of related experience and/or training; or equivalent combination of education, training and experience.

CERTIFICATES AND LICENSES

- ❖ Must possess a valid Nevada Driver's License with insurable driving record.

ENVIRONMENTAL/PHYSICAL

- ❖ The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate. While performing the essential duties of this job, the employee is occasionally exposed to outside weather conditions.
- ❖ The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. The employee may regularly lift and/or move up to ten (10) pounds and occasionally lift or move twenty-five (25) pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and

the ability to adjust focus. While performing the duties of this job, the employee is regularly required to sit, talk and hear. The employee is regularly required to walk and use hands and fingers to handle or feel. The employee is occasionally required to stand; reach with hands and arms; climb or balance.

SALARY AND BENEFITS

- ❖ Position Salary Range: \$38,502 to 60,102 annually.
- ❖ Benefit package includes Medical, Dental, Vision, 401(a) and 457(b) pension plans. The Board is a quasi-public agency and employees are not participants in the P.E.R.S. retirement program.

Send resume to: recruit@nscb.state.nv.us