

## UNCLASSIFIED JOB ANNOUNCEMENT

Posted 3/5/14

### **Executive Director, Nevada Funeral and Cemetery Services Board**

#### **Recruitment Open To:**

This is an open competitive recruitment, open to all qualified applicants. Individuals currently licensed by the Nevada Funeral and Cemetery Services are ineligible to apply, and individuals currently owning a Funeral Home, Cemetery or Crematory in the State of Nevada are also ineligible to participate.

#### **Position Location:**

This position will be located in either Carson City or Las Vegas.

#### **Summary of Position Responsibilities:**

This position is responsible for the administration and oversight of all daily operations of the Nevada Funeral and Cemetery Services Board. The Executive Director develops and implements policies and procedures as required by statute and rules; effectively communicates with the Board of Directors, federal, state and local government agencies and individuals and organizations regulated by the Board. The Executive Director is responsible for all administrative functions of the programs including licensing, inspections and investigations, complaint processing and administrative actions.

Core duties and responsibilities include the following. Other duties may be assigned.

Provides leadership in recommending policies, legislative proposals and financial plans with the Board of Directors and implements plans and policies authorized by the Board.

Maintains all official records and financial documents relating to licenses, permits, certificates and examination records; ensures compliance with all federal, state and local legislation, statutes, rules and regulations.

Reviews and analyzes systems and makes modifications to improve the efficiency of the office.

Establishes effective working relationships with various community and civic groups, universities, and local and state entities regarding the funeral industry.

Utilizes data from previous operational expenses and forecasts future costs for budget needs of the Board; Prepares annual budget proposal for agency and oversees expenditures necessary for obtaining agency goals and objectives; ensures that the Board operates within budget guidelines.

Responds in writing or verbally to questions from the public, media, industry representatives and elected officials relative to laws, rules and procedural interpretation. Reports such inquiries to the Board.

Facilitates resolution of initial concerns for consumers prior to entering the formal complaint process; encourages direct communication with the responsible funeral director.

Ensures complaints are processed and investigated in a timely fashion consistent with complaint procedures and using appropriate forms; determines if a violation of statute has occurred and forwards documented violations to the District Attorney for further review.

Works with the International Conference of Funeral Service Examining Boards regarding applicant fees, eligibility, testing and examination requirements.

Processes applications for licensure; verifies educational requirements; conducts background checks; assures all applications are complete and notarized; ensures appropriate fees are paid, recorded and deposited in a timely manner.

Prepares materials and makes arrangements for Board meetings, schedules and communicates meeting dates, times and locations; prepares and distributes agenda and meeting packets; prepares meeting minutes; assists the Chairman during the meeting as needed.

Participates in government, industry and educational institution studies as requested.

Reviews proposed legislation and prepares fiscal notes to determine the impact legislation would have on Board activities, expenses, and/or revenues.

Maintains a computer data base and internet website relative to licensing; creates and posts quarterly statistical reports, meeting minutes, annual reports, public notices and other appropriate information to keep licensees and the public readily informed.

Initiates recruitment activities for Board-approved positions; recommends candidates for hiring.

Tracks and maintain receipts and records as needed for annual audits; contracts with independent auditor and negotiates fees as appropriate.

#### COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

##### Intellectual

- Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data.
- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- Project Management - Communicates changes and progress; Completes projects on time and budget.
- Technical Skills - Strives to continuously build knowledge and skills; Shares expertise with others.

##### Interpersonal

- Customer Service - Manages difficult or emotional consumer situations; Responds promptly to consumer needs; Solicit feedback to improve services; Responds to requests for service and assistance; Meets commitments.
- Interpersonal Skills - Focuses on solving conflict; Maintains confidentiality; listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and new ideas.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- Written Communication - Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret compliance requirements, including proposed legislation and regulations.
- Teamwork - Exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of organization above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

##### Leadership

- Visionary Leadership - Displays passion and optimism; Inspires respect and trust; mobilizes others to fulfill the vision; provides vision and inspiration to peers and subordinates.
- Change Management - Develops workable implementation plans; communicates changes effectively; builds commitment and overcomes resistance; prepares and supports those affected by change; monitors transition and evaluates results.
- Leadership - Exhibits confidence in self and others; inspires and motivates others to perform well; effectively influences actions and opinions of others; accepts feedback from others; gives appropriate recognition to others.
- Managing People - Includes stakeholders in planning, decision-making, facilitating and process improvement; takes responsibility for subordinates' activities; provides regular performance feedback; solicits and applies feedback (internal and external); fosters quality focus in others; improves processes, products and services
- Quality Management - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.

#### Organization

- Business Acumen - Understands business implications of decisions; demonstrates knowledge of industry; aligns work with strategic goals.
- Cost Consciousness - Works within approved budget; develops and implements cost saving measures; conserves Board resources.
- Ethics - Treats people with respect; keeps commitments; inspires the trust of others; Works with integrity and ethically; upholds Board values.
- Organizational Support - Follows policies and procedures; completes administrative tasks with accuracy; meets deadlines; benefits the Board through outside activities.
- Strategic Thinking - Develops strategies to achieve Board goals; adapts strategy to changing conditions.

#### Self-Management

- Judgment - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; makes timely decisions.
- Motivation - Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles; measures self against standard of excellence; takes calculated risks to accomplish goals.
- Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.
- Professionalism - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- Quality - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors work to ensure quality.
- Safety and Security - Observes safety and security procedures; resolves potentially unsafe conditions; uses equipment and materials properly.
- Adaptability - Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.
- Attendance/Punctuality - Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
- Dependability - Follows instructions, responds to Board direction; takes responsibility for own actions; keeps commitments; completes tasks on time or notifies appropriate person with an alternate plan.
- Initiative - Volunteers readily; undertakes self-development activities; takes independent actions and calculated risks; asks for and offers help when needed.
- Innovation - Meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas; presents ideas and information in a manner that gets others' attention.

### **To Qualify:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

#### **EDUCATION AND/OR EXPERIENCE:**

Bachelor's degree (B.A.) from four-year college or university; or at least eight years' experience in progressively responsible management positions; and two or more years' experience managing a regulatory program; two or more years managing budgets; or equivalent combination of education and experience.

#### **LANGUAGE SKILLS:**

Ability to read, analyze and interpret complex documents. Ability to respond effectively to the sensitive inquiries, concerns or complaints with diplomacy and tact. Ability to communicate with industry professionals, regulators, auditors, community agencies, and the Board of Directors.

#### **MATHEMATICAL SKILLS:**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute ratios and percentages; ability to prepare and interpret charts and bar graphs.

#### **REASONING ABILITY:**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

#### **COMPUTER SKILLS:**

To perform this job successfully, an individual should have knowledge of: Accounting Software; Database Software; Internet Software; Spreadsheet Software (Excel); Word Processing Software (Word); Electronic Mail Software (Outlook); Presentation Software (PowerPoint); and Publisher Software.

#### **OTHER SKILLS AND ABILITIES:**

- An energetic, forward-thinking individual with high ethical standards, sound technical skills, analytical ability, good judgment and strong interpersonal skills.
- A well organized and self-directed individual who is detail-oriented and a team player.
- An intelligent and articulate individual who can relate to people at all levels of an organization and possesses excellent communication skills.

#### **OTHER QUALIFICATIONS:**

- at least 8 years' leadership experience in business, nonprofit operational, financial management, regulatory or related areas
- May require some travel on an as needed basis.

#### **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, stand, walk, speak, and hear; to use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell.

The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

**Hours and Salary:**

The Executive Director is expected to work a 40 hour work week (Monday-Friday). The salary range for this position will be \$50-60K per year, depending upon experience. The benefit package is to be determined.

**To Apply:**

Letters of interest with resumes will be accepted until 3/25/14. To apply, please email a resume with cover letter to [nvfuneralboard@sbcglobal.net](mailto:nvfuneralboard@sbcglobal.net). In the subject line, please reference Executive Director Position. Resumes may also be mailed to the Nevada Funeral and Cemetery Services Board at:

PMB 186

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The Nevada Funeral and Cemetery Board is an Equal Opportunity Employer.