

# Nevada State Board of NURSING

## **Job Posting:** Customer Service Representative

**Summarized Job Description:** The customer service representative serves as a front-line staff member for the Nevada State Board of Nursing and reports directly to the Director of Licensure, Certification, and HR. The ideal individual must be organized and have the ability to exercise good judgment in a wide range of situations. The customer service representative must possess strong interpersonal skills in order to build strong relationships with staff and assist the public. The customer service representative will work independently at times and must be self-driven. The customer service representative will be responsible for answering high-volume phones, assisting walk-ins, opening mail, and scanning documents to the appropriate departments and must be able to multitask effectively and work well under pressure. Additional duties include:

- Assist individuals with questions/problems concerning licensure
- Prepare and mail necessary documents
- Answer phones
- Assist walk-ins
- Receipt money
- Scan documents into appropriate work queues
- Capture LiveScan fingerprints
- Open and disperse mail as directed

The customer service representative position is a full-time, Monday - Friday, 8:00 a.m. – 5:00 p.m. position located in Reno, Nevada. No travel is required.

### **Education and Experience Requirements:**

1. High school diploma or equivalent
2. One year of customer service experience is required.

### **Salary and Benefits:**

Beginning salary is \$27,500 annually and will be set commensurate with knowledge and experience as described in this document. Board employees currently receive all (11) state observed holidays. Employees receive the equivalent of fifteen (15) hours of Paid Time Off monthly. The Board receives no Nevada General Fund monies and exists solely on licensure and certification fees. The position is entitled to receive health and retirement benefits through the State of Nevada Public Employee Benefit Plan and Public Employee Retirement System.

### **How to apply:**

Interested applicants must submit a cover letter describing how the applicant meets the requirements of the position and a resume to: Nevada State Board of Nursing, Attn: Gail Trujillo, 5011 Meadowood Mall Way, #300, Reno, NV, 89502, via fax to: 775-687-7707 or email scanned documents to:

[nursingboard@nsbn.state.nv.us](mailto:nursingboard@nsbn.state.nv.us).