Muscogee (Creek) Nation

Human Resource Management Services

Employee Requisition

PO BOX 580
OKMULGEE, OK 74447
Telephone (918) 732-7827
Toll-Free (800) 482-1979
Fax (918) 756-2284

Submitted Date 07/20/2016	Employee Requisition Number	**JOB OPPORTUNITY**	
Title/Position: **CUSTOMER SERVICE SPECIALIST**			
Pay Grade SG 8	Salary Range $25,168-32,822	Classification Full Time	
Department: CITIZENSHIP STAFF	Location: Okmulgee	Location Code: 41	FT/PT 1-Full Time

COMPLETED EMPLOYMENT APPLICATION IS REQUIRED.
MUSCOGEE (CREEK) AND INDIAN PREFERENCE.

General Summary:	It is the responsibility of the Customer Service Specialist to provide support for the enrollment of Muscogee (Creek) Nation citizens.
Principal Duties and Responsibilities:	1) Acts as receptionist in greeting the public; issue/receive applications from potential tribal citizens; and send/receive facsimile documents. 2) Assists the Enrollment Clerks with various tasks of the enrollment process. 3) Logs all applications sent out and inputs all incoming applications. 4) Opens, sorts, and routes incoming mail. 5) Answers all incoming calls. 6) Other duties as assigned.
Minimum Requirements:	High School diploma or GED. Excellent clerical skills. Ability to interact with the public.
Preferred Requirements:	Familiarity with Apple products, Microsoft Office for Mac, FileMaker Products, basic photo editing
Valid Oklahoma Driver's License required?	Yes
Please list any additional licenses required:	

Competencies:

Customer Service: Responds promptly to customer needs.

Interpersonal Skills: Maintains confidentiality; Keeps emotions under control.

Oral Communication: Speaks clearly and persuasively in positive or negative situations; Participates in meetings.

Written Communication: Writes clearly and informatively; Able to read and interpret written information.

Teamwork: Balances team and individual responsibilities.

Visionary Leadership: Inspires respect and trust.

Muscogee (Creek) Nation

Human Resource Management Services

Employee Requisition

PO BOX 580
OKMULGEE, OK 74447
Telephone (918) 732-7827
Toll-Free (800) 482-1979
Fax (918) 756-2284

Ethics:	Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
Organizational Support:	Follows policies and procedures; Supports organization's goals and values.
Quality:	Demonstrates accuracy and thoroughness.
Quantity:	Completes work in timely manner.
Safety and Security:	Observes safety and security procedures.
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 management direction.

Physical Demands:

While performing the duties of this Job, the employee must regularly lift and /or move up to 10 pounds and occasionally lift and/or move: ☒ Up to 50 lbs. ☐ Up to 100 lbs. ☐ Over 100 lbs.

☐ Physical Exam Required

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job.

While performing the duties of this Job, the employee is regularly exposed:

☐ Fumes or airborne particles ☐ Outside weather conditions ☐ Toxic or caustic chemicals
☐ Risk of electrical shock ☐ Vibration ☐ Loud Noise

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Public Relations:

Important attributes of any employee of the Muscogee Nation, along with the official performance of duties, are personal appearance and public relations. Each employee is expected to make every effort to be well-informed about the institution, pleasant, courteous and cooperative, and to act in a manner to command respect of co-workers and all other personnel. An optimistic attitude, patience and tolerance will help each employee in nearly all situations at the institution.