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 11/07/2016	Employee Requisition Number	**JOB OPPORTUNITY**	
Title/Position: **CASE SPECIALIST**			
Pay Grade SG 12	Salary Range $40,372-52,728	Classification Full Time	
Department: CHILD SUPPORT ENFORCEMENT	Location: Okmulgee	Location Code: 81	FT/PT 1-Full Time

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

General Summary:	The Case Specialist is responsible for establishing paternity, locating absent parents and their potential assets, establishing child support obligations, and securing child support payments. The Case Specialist work is highly demanding and deadline oriented, with multiple tasks. The position includes a high volume of paperwork and interactions with custodial and noncustodial parents.
Principal Duties and Responsibilities:	1. Perform case work for child support establishment and enforcement; 2. Send out child support letters to parents; 3. Perform genetic testing as needed; 4. Review new application for necessary information and documentation; 5. Verify income and employment information; 6. Determine child support obligations; 7. Conduct locate service on parties and assets; 8. Monitor on-going assigned cases; 9. Participate in selected training programs; 10. Respond to incoming telephone calls and child support inquires as needed; 11. Update and maintain case information on an access database case management system; 12. Provide reports as assigned; 13. Perform other duties as needed or upon the request of the Child Support Director/Managing Attorney or assigned supervisor.
Minimum Requirements:	Bachelor degree in sociology, social work, human relations, or related field and three years case work experience; or an equivalent combination of education and experience. Must be able to multi-task and work under deadlines.
Preferred Requirements:	Bachelor degree in sociology, social work, human relations, management, or related field. Two years case work experience in IV-D agency program. Must be able to communicate effectively with the public and work under high volume caseload and pressure situations. Knowledgeable of legal terminology, court procedure basic knowledge of state, federal, and tribal laws, rules, regulations, and policies pertaining to child support.
Valid Oklahoma Driver's License	Yes

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required?	
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.

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:

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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.