



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 09/24/2018	Employee Requisition Number	JOB OPPORTUNITY	
Title/Position: RECEPTIONIST			
Pay Grade HG 6	Salary Range \$21,112-25,916	Classification Hourly	
Department: SECRETARY OF EDUCATION/TRAINING	Location: Okmulgee	Location Code: 100	FT/PT 1-Full Time

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

General Summary:	Under the direction of the Administrative Program Manager, the Receptionist will perform proficient clerical skills and monitoring of all incoming calls. Performs receptionist duties by communicating with the direct public.
Principal Duties and Responsibilities:	Provide exemplary customer service. Must be able to interact with the public with a high degree of professionalism. Receives and monitors all incoming calls and determines the nature of the callers business and directs to appropriate personnel or department. Pick up and deliver correspondence. Assist with calendar and scheduling appointments. Open and sort all incoming mail and deliver to appropriate personnel or department. Scan and locate materials from file in database. Perform other duties as assigned.
Minimum Requirements:	High School Diploma or GED with two years secretarial experience. Basic knowledge of Microsoft Excel, Word, and PowerPoint.
Preferred Requirements:	Associates Degree
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.



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- 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:

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.