



**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 11/20/2018	Employee Requisition Number <b>ER-19046</b>	<b>JOB OPPORTUNITY</b>	
Title/Position: <b>VISITOR SERVICES SPECIALIST</b>			
Pay Grade SG 9	Salary Range \$28,308-36,940	Classification Full Time	
Department: MUSEUM MANAGEMENT	Location: Okmulgee	Location Code: 224	FT/PT 1-Full Time

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

General Summary:	This position is located in the MCN Cultural Center and Archives program. The staff member will be an integral member of the Cultural Center and Archives team. The Council House Visitor Services Specialist helps guests have the best possible experience at the Council House. This position carries out reliable and effective front line aspects of the visitor services: greeting and reception, program registration, security of exhibits, information and public safety, and handling of requests and referrals.
Principal Duties and Responsibilities:	<ul style="list-style-type: none"> <li>• Council House reception, greeting the public, special guests, members and groups in a cheerful, receptive manner at all times.</li> <li>• Ensures a positive and safe experience for all Council House visitors including exhibit visitors and program participants.</li> <li>• Provides and maintains accurate information about the Council House, exhibits, programs and services.</li> <li>• Meets specific visitor needs, enhancing access and encouraging visits.</li> <li>• Opens/closes Council House and exhibit areas, is attentive to and responds to Council House and exhibit security and emergency response. Performs regular walk-throughs of galleries and maintains awareness of gallery activities.</li> <li>• Assists with public and school programs, and with Council House events including set up/take down.</li> <li>• Schedules and orients volunteers and shares responsibility for recognition and events including coordination of volunteers for special programs.</li> <li>• Maintains a clean, business-like, front-of-line work environment and performs light housekeeping duties as needed.</li> <li>• Acts as the Council House point of contact.</li> <li>• Other duties as assigned.</li> </ul>
Minimum Requirements:	<ul style="list-style-type: none"> <li>• Bachelor's Degree in history, museum studies, education, or related area; or equivalent combination of education, training, and experience.</li> <li>• Knowledge of Muscogee (Creek) culture and arts.</li> <li>• Ability to stand for extended periods of time (45 minutes to 1 hour</li> </ul>



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	increments) and climb stairs multiple times per day. <ul style="list-style-type: none"> <li>• Demonstrated experience in offering customer service and/or hospitality.</li> <li>• Ability to work the following schedule: Tuesday – Saturday, 8-5.</li> <li>• General office skills that include a high level of computer literacy.</li> </ul>
Preferred Requirements:	<ul style="list-style-type: none"> <li>• Experience in a museum or in the hospitality industry.</li> <li>• Experience giving tours, working with volunteers, and/or coordinating events.</li> </ul>
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.
- 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



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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.