



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 11/26/2018	Employee Requisition Number	JOB OPPORTUNITY	
Title/Position: OFFICE CLERK III/RECEPTIONIST			
Pay Grade SG 6	Salary Range \$21,112-25,916	Classification Full Time	
Department: CHILD CARE	Location: Okmulgee	Location Code: 98	FT/PT 1-Full Time

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

General Summary:	The Customer Service Operator is responsible for greeting all clients, visitors, and employees to the Office of Child Care, answering phones, collecting and distributing mail and giving direction as needed.
Principal Duties and Responsibilities:	<ol style="list-style-type: none"> 1. Greet all visitors, clients and employees to the Office of Child Care. 2. Answer the telephone and determine the nature of the caller's inquiry. Responds to inquiries concerning routine program services or activities and transfer more difficult inquiries to individual staff or takes and delivers message for staff. 3. Responsible for logging in all incoming mail and faxes and distributing to Child Care staff. 4. Will scan all applications and documents for Licensing and Assistance department daily. 5. Oversee the In and Out log of visitors. 6. Maintain the In and Out board for the Child Care Administrative staff. 7. Responsible for the operation of the Child Care lobby area. Keeping it clean and dusted. 8. Operates a variety of office equipment. 9. Maintain confidentiality of all Office of Child Care clients and personnel. 10. Perform all other duties as assigned by the Child Care Director.
Minimum Requirements:	Must have a High School Diploma or GED equivalent. Must submit to and pass necessary background check, and drug testing.
Preferred Requirements:	One year experience.
Valid Oklahoma Driver's License required?	Yes
Please list any additional licenses required:	

Competencies:



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- 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:

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.