



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 12/10/2018	Employee Requisition Number ER-19059	JOB OPPORTUNITY	
Title/Position: RECEPTIONIST			
Pay Grade SG 9	Salary Range \$28,308-36,940	Classification Full Time	
Department: CHILDREN FAMILY & SERVICES	Location: Okmulgee	Location Code: 93	FT/PT 1-Full Time

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

General Summary:	Under the supervision of the Children & Family Services Administration Director, the Receptionist shall perform general clerical duties for CFSA programs. The Receptionist shall be responsible for maintaining office operations in a structured and professional manner on a daily basis under stress. The Receptionist shall perform the following: answer and direct incoming telephone calls to the appropriate personnel; greet and direct clients to the appropriate personnel; schedule appointments for CFSA staff; compose and type correspondence; route incoming correspondence to the appropriate personnel; maintain office files in an established system; and maintain office supplies and equipment as needed. The Receptionist shall be knowledge of the following: principals and practices of customer service; current computer programs and applications.
Principal Duties and Responsibilities:	<ol style="list-style-type: none"> 1. Answer incoming telephone calls and direct to appropriate staff/program. 2. Greet clients coming to CFSA offices and direct to appropriate staff/program. 3. Assist with setting appointments for CFSA staff and tracking staff schedules. 4. Assist with compiling and typing memorandums, letters, reports, etc. 5. Route incoming mail, faxes, etc. to the appropriate personnel or program. 6. Maintain files in an efficient and organized manner. 7. Maintain office supplies and equipment as needed. 8. Maintain confidentiality of CFSA programs and caseloads. 9. Participate in CFSA staff meetings. 10. Attend trainings, workshops, or other educational programs when required. 11. Perform other duties as assigned.
Minimum Requirements:	High School diploma or GED and two (2) years of secretarial experience.
Preferred Requirements:	Associates Degree from a two-year college or technical school and three (3) years of experience working in a multiple employee office type setting.



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	3. Special Considerations - Knowledge of Muscogee (Creek) language and culture.
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
 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.



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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.