



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 01/07/2019	Employee Requisition Number ER-19067	JOB OPPORTUNITY	
Title/Position: INTAKE SPECIALIST			
Pay Grade SG 6	Salary Range \$21,112-25,916	Classification Full Time	
Department: EMPLOYMENT & TRAINING	Location: Okmulgee	Location Code: 103	FT/PT 1-Full Time

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

General Summary:	Determine eligibility of persons applying to receive assistance from the Employment and Training Administration. Use outstanding customer service skills to meet the client intake and information services.
Principal Duties and Responsibilities:	<ol style="list-style-type: none"> 1. Greet and direct clients to appropriate department. 2. Provide positive customer service by phone and in person 3. Interpret and explain information such as eligibility requirements and application details 4. Assists client in completing intake form 5. Review credentials to establish eligibility of application forms 6. Refer qualified applicants to career specialist for potential services 7. Provides client direction when applying for federal financial assistance 8. Knowledge of the Employment and Training policies procedures 9. Run reports to insure accuracy of administrative information 10. Maintains data entry requirements by following data program techniques and procedures 11. Forwards client information to career specialists 12. Knowledge and experience with Microsoft Office products and database systems 13. Responsible for filing, faxing, copying, and other general clerical duties 14. Maintain customer confidence and protects operations by keeping information confidential 15. Refer applicants to job opportunities or to interviews with other staff, in accordance with administrative guidelines or office procedures 16. Perform day-to-day administrative tasks 17. Perform other duties as assigned
Minimum Requirements:	High School Diploma or equivalent
Preferred Requirements:	Associates Degree or Technical Training or equivalent work experience
Valid Oklahoma Driver's License required?	Yes



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Please list any additional licenses required:	Special consideration – Related experience within Tribal government structure, experience in customer service Flexibility Ability to multi-task
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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.