



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 02/01/2019	Employee Requisition Number ER-19101	JOB OPPORTUNITY	
Title/Position: CUSTOMER SERVICE REPRESENTATIVE			
Pay Grade SG 11	Salary Range \$35,859-46,820	Classification Full Time	
Department: CHILD SUPPORT ENFORCEMENT	Location: Okmulgee	Location Code: 81	FT/PT 1-Full Time

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

General Summary:	The Customer Service Representative is responsible for answering incoming customer calls, utilizing agency policies and procedures, to answer inquiries regarding new and existing child support cases. The Customer Service Representative is often the first point of contact for customers' issues and therefore must be committed to customer satisfaction. They must listen carefully to customer inquiries, make quick and accurate responses, and direct calls to the managerial team when necessary. The Customer Service Representative works closely with the Case Specialists, Financial Specialists, and Paralegals, under the supervision of the Director/Managing Attorney.
Principal Duties and Responsibilities:	<ol style="list-style-type: none"> 1. Be knowledgeable of federal and tribal regulations, policies and procedures; and attend training to stay updated on any changes; 2. Assist incoming customer calls and take appropriate action for each; 3. Use agency policies and procedures to determine if there can be an immediate response to customer issues; or if that issue requires research or managerial input; 4. Review new applications, build cases on the agency database, and create paper case files; 5. Input data into agency database to keep each customer record updated; 6. Assist in the preparation of court dockets and court documentation; 7. Pick up and deliver documents between departments and various courts; 8. Monitor registered and certified mailings; 9. Assist with information gathering for program reports; 10. Perform routine clerical and organizational tasks, assist with telephones and correspondence logs; 11. Perform other duties as needed or upon the request of the Director/Managing Attorney.
Minimum Requirements:	Associates Degree in Business or other related field and one to two years of experience in clerical or general office support work; or a combination of education and experience. Must communicate effectively with the public,



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	be able to work with confidential material, multi-task, and have strong computer skills.
Preferred Requirements:	Bachelor's degree in business or social science related field. Knowledge of child support program, access database system, spreadsheets and the Oklahoma State Information System (OSIS). Legal and/or court experience a plus.
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.

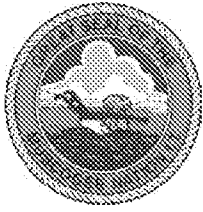
Physical Demands:

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



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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.