



**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 01/18/2021	Employee Requisition Number	<b>JOB OPPORTUNITY</b>	
Title/Position: <b>RECEPTIONIST</b>			
Pay Grade SG 8	Salary Range \$25,168-32,822	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 Receptionist will operate the telephone system, greet visitors, process incoming and outgoing mail, and other clerical tasks; while maintaining confidentiality at all times. The Receptionist works closely with other staff and under the supervision of the Director/Managing Attorney.
Principal Duties and Responsibilities:	1. Answers telephone calls and accept messages for all staff; 2. Maintains telephone and correspondence logs; 3. Answers questions about organization and provides callers with address, directions, and other information. 4. Welcomes on-site visitors, determines nature of business, and announces visitors to appropriate personnel; 5. Monitors all access to restricted areas; 6. Retrieves, documents, and distributes incoming mail and email on a daily basis; 7. Assist with child support applications, case initiation, and data entry; 8. Perform other administrative duties as needed or upon the request of the Director/Managing Attorney.
Minimum Requirements:	High school diploma or general education degree (GED) and one to two years of experience in clerical or general office support work. Proficient in MS Word, Excel, and Outlook. Must have strong communication skills, a valid driver's license, and reliable transportation
Preferred Requirements:	Associates Degree in Business or other related field and one to two years of experience in clerical or general office support work.
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.



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- 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:

- |  |   |   |
|--|---|---|
| <input type="checkbox"/> Fumes or airborne particles | <input type="checkbox"/> Outside weather conditions | <input type="checkbox"/> Toxic or caustic chemicals |
| <input type="checkbox"/> Risk of electrical shock    | <input type="checkbox"/> Vibration                  | <input type="checkbox"/> 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.