

**Muscogee (Creek) Nation**  
**Human Resource Management Services**

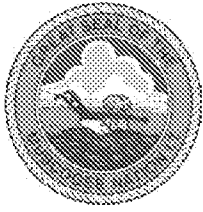
Employee Requisition

PO BOX 580  
 OKMULGEE, OK 74447  
 Telephone (918) 732-7827  
 Toll-Free (800) 482-1979  
 Fax (918) 756-2284

Submitted Date 10/04/2021	Employee Requisition Number	<b>JOB OPPORTUNITY</b>	
Title/Position: <b>CASE SPECIALIST</b>			
Pay Grade SG 12	Salary Range \$40,372-52,728	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 Case Specialist works under the supervision of the Case Manager and assists in the establishment of paternity and enforcement of child support orders. The Case Specialist locates absent parents and potential assets, establishes child support obligations, and secures child support payments. The Case Specialist must be well organized and able to multi-task as the work is highly demanding and deadline oriented. The position includes a high volume of paperwork and interactions with customers.
Principal Duties and Responsibilities:	<ol style="list-style-type: none"> <li>1. Perform case work for child support establishment and enforcement;</li> <li>2. Send out child support letters to parents;</li> <li>3. Perform genetic testing as needed;</li> <li>4. Verify income and employment information;</li> <li>5. Determine child support obligations;</li> <li>6. Process Income Withholding Orders and monitor for payments;</li> <li>7. Conduct locate service on parties and assets as needed;</li> <li>8. Monitor on-going assigned cases;</li> <li>9. Participate in selected training programs;</li> <li>10. Respond to incoming telephone calls and child support inquires as needed;</li> <li>11. Update and maintain child support information on the agency database system;</li> <li>12. Provide reports as assigned;</li> <li>13. Maintains child support confidentiality and security requirements;</li> <li>14. Perform other duties as needed or upon the request of the Child Support Director / Managing Attorney.</li> </ol>
Minimum Requirements:	Bachelor's Degree and two years' case work experience in a IV-D agency program or an equivalent combination of education and experience. Must be able to communicate effectively with the public, multi-task, meet deadlines, and work under high volume caseload and pressure situations. Being able to work with confidential material is essential. Must have good accounting, typing, computer, and filing skills.
Preferred Requirements:	Bachelor's Degree and two years' case work experience in a IV-D Child Support program. Knowledge of legal terminology, court procedures, and



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	basic knowledge of state, federal, and tribal laws, rules, regulations, and policies pertaining to child support.
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:

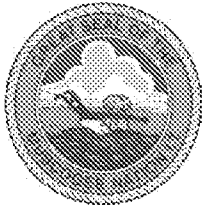
While performing the duties of this Job, the employee must regularly lift and /or move up to 10 pounds and occasionally lift and/or move:  Up to 50 lbs.  Up to 100 lbs.  Over 100 lbs.  
 Physical Exam Required

### 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.