



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 11/04/2021	Employee Requisition Number	JOB OPPORTUNITY	
Title/Position: RECEPTIONIST			
Pay Grade SG 6	Salary Range \$21,112-25,916	Classification Full Time	
Department: HIGHER EDUCATION	Location: Okmulgee	Location Code: 105	FT/PT 1-Full Time

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

General Summary:	Under the direction of the Higher Education Manager and Scholarship Officer, the Receptionist will be responsible for: answering incoming calls and directs callers to appropriate personnel, document all incoming mail and assign to appropriate personnel, file paperwork on software, and assist staff with completing assignments.
Principal Duties and Responsibilities:	<ol style="list-style-type: none"> 1) Retrieves messages from voice mail and forwards to appropriate personnel. 2) Answers incoming telephone calls, determines purpose of callers, and forwards calls to appropriate personnel or department. 3) Receives and sorts mail. 4) Takes and delivers messages or transfers calls to voice mail when appropriate personnel are unavailable. 5) Answers questions about organization and provides callers with address, directions, and other information. 6) Welcomes in office visitors, determines nature of business, and announces visitors to appropriate personnel. 7) Maintains fax machines, assists users, sends faxes, and retrieves and routes incoming faxes. 8) Creates and prints fax cover sheets, memos, correspondence, reports, and other documents when necessary. 9) Performs other clerical duties as needed, such as filing, photocopying, and collating
Minimum Requirements:	High school diploma or general education degree (GED); three to six months related experience and/ or training in customer service; or equivalent combination of education and experience.



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Preferred Requirements:	High school diploma or general education degree (GED); three to six months related experience and/ or training in customer service; or equivalent combination of education and experience; proficient in Microsoft Office (Outlook, Word, Excel).
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:



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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.