



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 11/02/2021	Employee Requisition Number ER-22036	JOB OPPORTUNITY	
Title/Position: COUNSELOR			
Pay Grade SG 10	Salary Range \$31,865-41,579	Classification Full Time	
Department: HOUSING MANAGEMENT	Location: Okmulgee	Location Code: 805	FT/PT 1-Full Time

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

General Summary:	Under the supervision of the Housing Management Manager, the Housing Counselor shall provide counseling and information to homebuyers participating in the NAHASDA Homeownership programs.
Principal Duties and Responsibilities:	Review and process documents for continued occupancy for NAHASDA homeownership program. Address any complaints and/or problems in regards to the home buyer. Interview clients to resolve delinquent housing payments and recertifications and arrange payback agreements with home buyers that are delinquent. Complete and mail notices of nonpayment and notices to homebuyers that have not been recertified. Prepare and complete the documentation for repossession of homes from home buyers that have defaulted and appear in District Court on behalf of the Department of Housing. Provide counseling and inform homebuyers of all aspects of the program including their responsibilities. Shall perform home visits. Evaluate and assess homebuyer maintenance requests. Prepare and maintain work orders in the HDS tracking system.
Minimum Requirements:	Associate Degree, with 1-3 years of related experience and/or training; or equivalent combination of education and experience.
Preferred Requirements:	Associates Degree with 3-4 years of experience.
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.



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- 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.

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.