



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 05/24/2022	Employee Requisition Number	JOB OPPORTUNITY	
Title/Position: REVENUE AGENT			
Pay Grade SG 10	Salary Range \$31,865-41,579	Classification Full Time	
Department: TAX COMMISSION	Location: Coweta	Location Code: 31	FT/PT 1-Full Time

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

General Summary:	Under direction of the Motor Vehicle Director or Supervisor, the Revenue Agent is to perform all duties and responsibilities required for the registration of all motor vehicles under the jurisdiction of the Muscogee (Creek) Nation.
Principal Duties and Responsibilities:	<ol style="list-style-type: none"> 1. Provide customer service to all Tribal Citizens desiring to register their vehicles with the Muscogee (Creek) Nation. 2. Review documentation provided by the Tribal Citizen for compliance with the Tribal Motor Vehicle Registration Code and provides guidance to clients regarding proper documentation and forms. 3. Review documentation provided by the Tribal Citizen to establish eligibility, compliance with Motor Vehicle Registration Code and validity of vehicle being registered. 4. Prepare the proper registration and title certificates and issue the Tribal license tag with the appropriate expiration decals. 5. Process proper and accurate client information with the computerized motor vehicle registration software. 6. Prepare the proper receipt for transactions, collect the proper amount of fees, and prepare the daily sales and cash reports. 7. Maintain cash change fund by verifying amount at the beginning and end of the day. 8. Balance cash and checks on hand to daily sales report prepared by system and verify amounts with Motor Vehicle Director. 9. Process renewal applications and issue registration information for both mail ins and walk ins.



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	10. Answer incoming phone calls and provide quotes on motor vehicle registration. 11. Assist the Motor Vehicle Director with establishing and maintaining vehicle files for those registered. 12. File information regarding motor vehicle registration daily. 13. Prepare and scan documents for backup. 14. Perform other duties as assigned.
Minimum Requirements:	High School Graduate. Experience in customer service. Good computer and communication skills.
Preferred Requirements:	Associates Degree or High School Graduate with one year specialized experience in customer service, secretarial or administrative field. Knowledge of Tribal Motor Vehicle Registration Code. A basic understanding of the Muscogee (Creek) Language is preferred but not necessary.
Valid Oklahoma Driver's License required?	Yes
Please list any additional licenses required:	Must be Bondable and able to receive a Notary certificate from the State of Oklahoma.

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.



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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.

MCN Policy Requirements:

All Employees are subject to pre-employment background checks and drug testing. According to MCN Policy Section 502:Page 12/Section 503 110-111. All applicants must pass a drug test before beginning work. Any candidate who fails or refuses a drug test shall be withdrawn from employment consideration.