



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 09/14/2022 | Employee Requisition Number ER-22411 | JOB OPPORTUNITY | |
| Title/Position: CASE SPECIALIST | | | |
| Pay Grade HG 9 | Salary Range \$28,308-36,940 | Classification Hourly | |
| Department: SCHOOL CLOTHING | Location: Okmulgee | Location Code: 91B | FT/PT 1-Full Time |

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

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| General Summary: | Under the supervision of the MCN School Clothing Supervisor, the Case Specialist is responsible for assisting with the day-to-day coordination of School Clothing applications. |
| Principal Duties and Responsibilities: | <ol style="list-style-type: none"> 1. Assist Tribal Citizens applying for School Clothing, ensuring compliance with program guidelines. 2. Prepares applications for payment processing. 3. Forwards complete applications to the School Clothing Supervisor for payment approval. 4. Greets visitors, answers telephone, and assists applicants as needed. 5. Log incoming mail and file correspondence as needed. 6. Maintain applicants records. 7. Enter applicant information in database. 8. Maintain confidentiality on all Human Services applicants, clients, and personnel. 9. Other duties as assigned. |
| Minimum Requirements: | High School Diploma or GED with excellent computer, clerical and communication skills. Must be a good team worker. Background check and drug testing will be required. |
| Preferred Requirements: | Associates Degree and two (2) years experience in related field. |
| Valid Oklahoma Driver's License required? | Yes |
| Please list any additional licenses required: | Computer literate with experience in Microsoft Word, Access, Excel, or comparable programs. Must have good communication and written skills, be detailed-oriented, and be able to multitask. |

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.

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.



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