



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	JOB OPPORTUNITY	
Title/Position:		ER-22426	
CLIENT SERVICES SPECIALIST			
Pay Grade HG 10	Salary Range \$31,865-41,579	Classification Hourly	
Department: CONTRACTING AND EMPLOYMENT SUPPORT	Location: Okmulgee	Location Code: 112	FT/PT 1-Full Time

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

General Summary:	Under the Supervision of the CESO Manager, the Client Services Specialist performs administrative duties and client support activities for the Contracting and Employment Support Office.
Principal Duties and Responsibilities:	<ol style="list-style-type: none"> 1. Answer and screen calls 2. Greet clients and assist with providing program information. 3. Maintain contact with job bank participants 4. Maintain contact with CESO certified vendors 5. Maintain working relationship with other MCN departments assisting with CESO laws and procedures 6. Manage calendar including meeting arrangements 7. Prepare and monitor travel 8. Procure equipment and supplies 9. Create spreadsheets, presentation/reports using Excel & Word 10. Maintain department's client intake program 11. General clerical duties such as filing maintenance and preparing correspondence 12. Provide research assistance 13. Assist in development of marketing materials 14. Maintain utmost confidentiality of all information(written and verbal) while employed with the Muscogee (Creek) Nation 15. Assist staff in the coordination of daily and special activities, projects, and events 16. Assist staff as needed 17. Other duties as assigned
Minimum Requirements:	High School Diploma or GED, proficient in Excel and Word
Preferred Requirements:	AA Degree
Valid Oklahoma Driver's License required?	Yes
Please list any additional licenses required:	Native Preference Hiring



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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.

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.



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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.