



**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 11/14/2022	Employee Requisition Number	<b>JOB OPPORTUNITY</b>	
Title/Position: <b>CUSTOMER SERVICE SPECIALIST</b>			
Pay Grade SG 9	Salary Range \$28,308-36,940	Classification Full Time	
Department: CITIZENSHIP STAFF	Location: Jenks	Location Code: 41	FT/PT 1-Full Time

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

General Summary:	: It is the responsibility of the Customer Service Specialist to provide support for the enrollment of the Muscogee (Creek) Nation Citizens.
Principal Duties and Responsibilities:	<ol style="list-style-type: none"> <li>1) Knowledge of the Muscogee (Creek) Nation Code Annotated, Citizenship/Census, Title 7 establishing the citizenship roll and making provisions for enrollment of tribal citizens.</li> <li>2) Knowledge of the Bureau of Indian Affairs rules and regulations for issuing CDIB cards.</li> <li>3) Operations of the enrollment database to issue new/replacement citizenship ID card with the signature photo, and detailed enrollment information.</li> <li>4) Acts as a receptionist in greeting the public</li> <li>5) Assists the Enrollment Specialist with various tasks of the enrollment process.</li> <li>6) Review all submitted documentation for accurate data/facts for certification purposes.</li> <li>7) Verify that the No Dual Enrollment policy is strictly enforced.</li> <li>8) Travel as needed to perform remote enrollment functions.</li> <li>9) Issue and receive CDIB &amp; Citizenship applications from prospective citizens.</li> <li>10) Answer all enrollment questions via telephone, walk-in visitors, and correspondence.</li> <li>11) All other duties as assigned.</li> </ol>
Minimum Requirements:	High School Diploma or GED. Knowledge of Tribal Enrollment. Computer literate in word processing and database programs. Detail oriented clerical capabilities. Ability to interact with the public on a daily basis. Experience in working within a tribal environment. Ability to work in a fast paced and ever-changing environment. Ability to pass an NCIC background check.
Preferred Requirements:	Microsoft Office Professional for Mac, FileMaker, familiarity with iPads and Apple iMac computers, and basic photo editing knowledge.
Valid Oklahoma Driver's License required?	Yes
Please list any additional licenses required:	



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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



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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.