



**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 11/16/2022	Employee Requisition Number	<b>JOB OPPORTUNITY</b>	
Title/Position: <b>COUNSELOR</b>			
Pay Grade SG 11	Salary Range \$35,859-46,820	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 Counselor shall provide counseling and information to the homebuyers participating in the Mutual Help, Lease with Option and NAHASDA Homeownership programs. The Counselor shall be involved with annual re-certifications, inspections, new move-in's, collections and evictions.
Principal Duties and Responsibilities:	<ol style="list-style-type: none"> <li>1. Shall be responsible for completing the process of new homebuyer move-ins, reassignments and successorship</li> <li>2. Review and process documents for continued occupancy for the Mutual Help, Lease with Option and NAHASDA Homeownership programs.</li> <li>3. Address any complaints and/or problems in regards to the homebuyer.</li> <li>4. Interview clients to resolve delinquent housing payments and re-certifications and arrange payback agreements with homebuyers that are delinquent.</li> <li>5. Evaluate and assess homebuyer maintenance requests, review and submit work orders for home buyers, also tracking for completion and problem areas.</li> <li>6. Complete and mail notices of nonpayment and notices to homebuyers that have not been re-certified.</li> <li>7. Prepare and complete the documentation for repossession of homes from homebuyers that have defaulted and appear in Court on behalf of the Department of Housing.</li> <li>8. Provide counseling and inform homebuyers of all aspects of the program including their responsibilities.</li> <li>9. Shall perform home visits as needed.</li> <li>10. Provide necessary information for monthly, quarterly and yearly reporting.</li> <li>11. Maintain knowledge of all federal regulations and program policies regarding Housing Management which includes NAHASDA.</li> <li>12. Perform any other duties as assigned.</li> </ol>
Minimum Requirements:	Associate Degree in Business Management with 1 to 3 years of related experience. Some collections experience would be beneficial.



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Preferred Requirements:	Bachelor's Degree in Business Administration with 3 to 5 years of property management experience or combination of education and 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.
- 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.



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#### **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.