



**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 03/23/2023	Employee Requisition Number ER-23298	<b>JOB OPPORTUNITY</b>	
Title/Position: <b>APPLICATIONS SUPPORT</b>			
Pay Grade SG 11	Salary Range \$35,859-46,820	Classification Full Time	
Department: INFORMATION TECHNOLOGY	Location: Okmulgee	Location Code: 55	FT/PT 1-Full Time

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

General Summary:	<p>The Application Support CSR will be the public-facing support team member that assists MCN citizens with any and all issues pertaining to usage of the Camphouse Portal and all applications, programs, and information held within. The Application Support CSR will interact with MCN Citizens through email, phone, and chat, and will use their communication skills along with their technical knowledge to guide citizens to a resolution for the issues that they are facing quickly and with a pleasant demeanor. The Application Support CSR may also assist other MCN employees with technical issues as needed, and will be in close communication with the rest of the Applications Support team to alert them of any program-critical issues, common questions, or other inquiries that require in-depth analysis. The Application Support CSR will maintain current training on all program guidelines and software platform updates in order to provide timely and accurate assistance.</p>
Principal Duties and Responsibilities:	<ul style="list-style-type: none"> <li>• Assists Citizens with questions/issues having to do with Camphouse Portal, online applications, password resets, email access, etc.</li> <li>• Communication with MCN Citizens or MCN employees via phone calls, email, internal messaging applications, or external-facing instant messaging applications.</li> <li>• Directs citizens to self-service resources when possible, and assists them through online processes when needed.</li> <li>• Performs password resets, assists with updating information, and assists in finding information regarding case/application status.</li> <li>• Assesses issues that citizens are experiencing and, if necessary, directs them to the appropriate department for program-specific questions.</li> <li>• Escalates issues requiring advanced knowledge of platform functions to IT Applications team.</li> <li>• Records logs of assistance offered and outcomes, including type of assistance needed, program(s) assistance related to, and any feedback from citizen assisted.</li> <li>• Stay current on program guidelines being offered to MCN Citizens.</li> <li>• Stay current on all software platform updates and trainings that</li> </ul>



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	<p>affect user experiences in the Camphouse Portal or Salesforce platform.</p> <ul style="list-style-type: none"> <li>• Notifies IT of any issues that affect core functions of Camphouse for them to be addressed immediately.</li> </ul> <p>Skills and Qualifications:</p> <p>Application Support CSRs must have strong written and verbal communication skills and be able to maintain a professional and positive demeanor at all times. Application Support CSRs will need to be able to determine what technical issue a citizen might be facing from their description of the issue that they are having, and be able to determine the best way to assist them. Application Support CSRs must be able to explain technical issues in plain, easy to understand terms to the citizen that they are assisting, while maintaining a cheerful attitude.</p>
<p>Minimum Requirements:</p>	<p>1. Minimum Requirements          Proficiency in Microsoft Office, Outlook. Must have great communication skills and maintain a professional demeanor in all communication.</p>
<p>Preferred Requirements:</p>	<p>2. Preferred Requirements          Prior experience working in Customer Support, familiarity with CSR software platforms</p>
<p>Valid Oklahoma Driver's License required?</p>	<p>Yes</p>
<p>Please list any additional licenses required:</p>	

**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.



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- 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

#### Would this Open Position be considered a Safety Sensitive Position? Check All that Apply

Note: If **any** box is checked THIS IS A SAFETY SENSITIVE POSITION (**No failed drug test is tolerated**).

- The handling, packaging, processing, storage, disposal or transport of hazardous materials.
- The operation of an MCN vehicle as part of your primary job function, operation of equipment, machinery or power tools.
- Repairing, maintaining or monitoring the performance or operation off any equipment, machinery or manufacturing process (preparing food where knives and kitchen equipment is used), which could result in injury or property damage.
- Performing Firefighting, First Responder or EMT duties.
- The operation, maintenance or oversight of critical services and infrastructure including but not limited to, electric, gas, and water utilities, power generation or distribution.
- Dispensing Pharmaceuticals.
- Direct patient care or Direct Child, Elderly, or Disabled care.
- An individual performing security, surveillance or law enforcement duties.
- Jobs/positions within MCN governed under the rules/jurisdiction of the Dept. of Transportation.
- None of these apply.



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#### **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.

#### **Medical Marijuana License Holder Protection and Non-Discrimination**

A. Unless a failure to do would cause The Muscogee (Creek) Nation to imminently lose a monetary or licensing related benefit under federal law or regulations and with the exception of employees whose jobs are safety sensitive or primary job function is driving, The Muscogee (Creek) Nation shall not discriminate against a person in hiring, termination, or imposing any term or condition of employment or otherwise penalize a person based upon either: a. Solely, the person's status as a medical marijuana license holder; or b. Solely, the results of a drug test showing positive for marijuana and its components. B. Employees that are medical marijuana card holders shall not use, possess or be under the influence while at their place of employment or during hours of employment.