



**SAFETY SENSITIVE POSITION**

**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 08/09/2023	Employee Requisition Number <b>ER-23494</b>	<b>JOB OPPORTUNITY</b>	
Title/Position: <b>INSURANCE SPECIALIST ASSISTANT</b>			
Pay Grade SG 9	Salary Range \$28,308-36,940	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 Insurance Specialist Assistant shall assist the Insurance Specialist to prepare documents, create work orders and follow through to completion of insurance claims, maintain inventory and filing system for two (2) insurance programs, and perform clerical work related to Insurance. Will also assist with collections of Housing tenants on an as-needed basis.
Principal Duties and Responsibilities:	<ol style="list-style-type: none"> <li>1. Assist with maintaining current inventory of homes insured by the Dept. of Housing as well as adding and deleting from the insurance inventory in tenant accounts system when requested.</li> <li>2. Update inventory of homes through the Amerind insurance portal as needed.</li> <li>3. Create work orders to process and reconcile insurance claims and file records of transactions through to completion.</li> <li>4. Travel out in the field to take pictures when a serious claim happens as well as to meet the Adjustor when a claim needs to be assessed.</li> <li>5. Attend trainings and/or seminars inside and outside of the state.</li> <li>6. Enter new Community Shield participants in the tenant accounts system and process billing statements for the Community Shield Program as renewals come due.</li> <li>7. Reconcile Community Shield accounts to insure accuracy.</li> <li>8. Mail notices to applicants regarding delinquencies and insurance policy changes; Address complaints regarding insurance claims when received.</li> <li>9. Assist to ensure the program is in compliance with policy and procedures adopted by the Department of Housing and all federally imposed guidelines of the Native American Housing Assistance and Self Determination Act (NAHASDA).</li> <li>10. Assist one Counselor with terminations, violation, bad debt accounts.</li> <li>11. Other duties as assigned.</li> </ol>
Minimum Requirements:	Associate Degree in Business Management with 1 to 2 years of related experience or combination of education and experience. Ability and



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	knowledge to work with Excel spreadsheets, Word and other computer programs. Have good phone and in-person etiquette.
Preferred Requirements:	Associates Degree in Business Management with 3-5 years of office 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



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#### **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.

#### **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 loose 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



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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.