



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 08/30/2023	Employee Requisition Number ER-23531	JOB OPPORTUNITY	
Title/Position: CUSTOMER SERVICE REPRESENTATIVE			
Pay Grade SG 11	Salary Range \$35,859-46,820	Classification Full Time	
Department: CHILD SUPPORT ENFORCEMENT	Location: Okmulgee	Location Code: 81	FT/PT 1-Full Time

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

General Summary:	The Customer Service Representative is responsible for answering incoming customer calls, utilizing agency policies and procedures, to answer inquiries regarding new and existing child support cases. The Customer Service Representative is often the first point of contact for customers' issues and therefore must be committed to customer satisfaction. They must listen carefully to customer inquiries, make quick and accurate responses, and direct calls to the managerial team when necessary. The Customer Service Representative works closely with the Case Specialists, Financial Specialists, and Paralegals, under the supervision of the Director/Managing Attorney.
Principal Duties and Responsibilities:	<ol style="list-style-type: none"> 1. Be knowledgeable of federal and tribal regulations, policies and procedures; and attend training to stay updated on any changes; 2. Assist incoming customer calls and take appropriate action for each; 3. Use agency policies and procedures to determine if there can be an immediate response to customer issues; or if that issue requires research or managerial input; 4. Review new applications, build cases on the agency database, and create paper case files; 5. Input data into agency database to keep each customer record updated; 6. Assist in the preparation of court dockets and court documentation; 7. Pick up and deliver documents between departments and various courts; 8. Monitor registered and certified mailings; 9. Assist with information gathering for program reports; 10. Perform routine clerical and organizational tasks, assist with telephones and correspondence logs; 11. Perform other duties as needed or upon the request of the Director/Managing Attorney.
Minimum Requirements:	Associates Degree in Business or other related field and one to two years of experience in clerical or general office support work; or a combination of education and experience. Must communicate effectively with the public,



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	be able to work with confidential material, multi-task, and have strong computer skills.
Preferred Requirements:	Bachelor's degree in business or social science related field.
Valid Oklahoma Driver's License required?	Yes
Please list any additional licenses required:	

- Customer Service:** Responds promptly to customer needs; Responds promptly to voicemails and emails.
- Professionalism/ Interpersonal Skills:** Maintains confidentiality; Keeps emotions under control; Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of status or position.
- Time Management:** Prioritizes and plans work activities; Uses time efficiently; Sets goals and objectives.
- 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.
- Analytical Skills:** Collects and researches data; Uses intuition and experience to complement data.
- Teamwork:** Balances team and individual responsibilities; Exhibits objectivity and openness to others' views. Gives and welcomes feedback; Contributes to building a positive team environment; Supports everyone's efforts to succeed.
- Leadership:** Inspires respect and trust; Motivates and effectively influences others; Provides appropriate recognition; Identifies and resolves problems in a timely manner; Uses sound judgement; Makes timely decisions.
- Ethics:** Works within the approved budget; Conserves organizational resources. Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values. Adheres to policies and procedures.
- 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, including cyber security.
- Attendance/Punctuality:** Regular and on time attendance. Arrives at meetings and appointments on time.
- Dependability:** Follows instructions, responds to management direction; Takes responsibility for own actions.



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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.

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.

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 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.