



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 2/12/2024 1:38 PM	Employee Requisition Number ER-24202	JOB OPPORTUNITY	
Title/Position: CUSTOMER SERVICE SPECIALIST			
Pay Grade HG 10	Salary Range \$31,865-41,579	Classification Hourly	
Department: CITIZENSHIP STAFF	Location: Jenks	Location Code: 41	FT/PT 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:	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. 2) Knowledge of the Bureau of Indian Affairs rules and regulations for issuing CDIB cards. 3) Operations of the enrollment database to issue new/replacement citizenship ID card with the signature photo, and detailed enrollment information. 4) Acts as a receptionist in greeting the public 5) Assists the Enrollment Specialist with various tasks of the enrollment process. 6) Review all submitted documentation for accurate data/facts for certification purposes. 7) Verify that the No Dual Enrollment policy is strictly enforced. 8) Travel as needed to perform remote enrollment functions. 9) Issue and receive CDIB & Citizenship applications from prospective citizens. 10) Answer all enrollment questions via telephone, walk-in visitors, and correspondence. 11) All other duties as assigned.
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:	1. 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:	

Customer Service: Responds promptly to customer needs; Responds promptly to voicemails and emails.



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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.

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

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:

- | | | |
|--|---|---|
| <input type="checkbox"/> Fumes or airborne particles | <input type="checkbox"/> Outside weather conditions | <input type="checkbox"/> Toxic or caustic chemicals |
| <input type="checkbox"/> Risk of electrical shock | <input type="checkbox"/> Vibration | <input type="checkbox"/> 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).**



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- 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
- 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 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.



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