



**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 10/03/2023	Employee Requisition Number ER-24406	<b>JOB OPPORTUNITY</b>	
Title/Position: <b>CUSTOMER SERVICE SPECIALIST</b>			
Pay Grade SG 9	Salary Range \$28,308-36,940	Classification Full Time	
Department: TRIBAL ADMINISTRATOR	Location: HOLDENVILLE	Location Code: 50	FT/PT 1-Full Time

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

General Summary:	It is the responsibility of the Customer Services Specialist to provide customer support for the Tribal Administrator's office.
Principal Duties and Responsibilities:	<p>Serve as primary contact to all entrants of the buildings as assigned by the Tribal Administrator.</p> <p>Answer the phone, and log potential tribal complaints, maintain confidentiality for all communication from callers and/or visitors to MCN.</p> <p>Must have pleasant demeanor, and excellent communication skills.</p> <p>Log all incoming calls, document all concerns of caller, listen in a concerned manner.</p> <p>Provide weekly reports to the Tribal Administrator's office.</p> <p>Compose letters, and call summaries, create reports as necessary, and establish and maintain office files. Various duties as assigned.</p> <p>Assist callers and or visitors by answering questions related to possible complaints or problems.</p> <p>Perform duties effectively and efficiently; be motivated, thorough, accurate, and reliable concerning attendance.</p>
Minimum Requirements:	High school diploma or equivalent.
Preferred Requirements:	Associate Degree in customer service-related field or tribal services degree, with two years' experience, preferably in Tribal government.
Valid Oklahoma Driver's License required?	Yes
Please list any additional licenses required:	



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- 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.  
Works within the approved budget; Conserves organizational resources.
- Ethics:** 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 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:



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- |  |   |   |
|--|---|---|
| <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).**

- 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



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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.