



**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 8/30/2024 11:38 AM	Employee Requisition Number <b>ER-24505</b>	<b>JOB OPPORTUNITY</b>	
Title/Position: <b>CUSTOMER SERVICE REPRESENTATIVE</b>			
Pay Grade SG 11	Salary Range \$35,859-46,820	Classification Full Time	
Department: CHILD SUPPORT ENFORCEMENT	Location: Okmulgee	Location Code: 81	FT/PT 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"> <li>1. Be knowledgeable of federal and tribal regulations, policies and procedures; and attend training to stay updated on any changes;</li> <li>2. Assist incoming customer calls and take appropriate action for each;</li> <li>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;</li> <li>4. Review new applications, build cases on the agency database, and create paper case files;</li> <li>5. Input data into agency database to keep each customer record updated;</li> <li>6. Assist in the preparation of court dockets and court documentation;</li> <li>7. Pick up and deliver documents between departments and various courts;</li> <li>8. Monitor registered and certified mailings;</li> <li>9. Assist with information gathering for program reports;</li> <li>10. Perform routine clerical and organizational tasks, assist with telephones and correspondence logs;</li> <li>11. Perform other duties as needed or upon the request of the Director/Managing Attorney.</li> </ol>
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



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	education and experience. Must communicate effectively with the public, 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.

**Physical Demands:**



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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:

- 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).**

- Operate motorized equipment, machinery, power tools, and/or a motor vehicle.
- Repair, maintain, or monitor the performance or operation of any equipment, machinery, or manufacturing process (preparing food where knives and kitchen equipment is used).
- Work in close proximity to motor vehicles or heavy equipment and/or construction sites.
- Operate any equipment which could seriously injure any person as a result of misuse.
- Carry and use of firearms/ammunition
- Work with vulnerable or violent clients.
- Have direct contact with children and youth.
- Entrusted with the direct care or custody of children and youth and whose performance of his/her duties may affect the health, welfare, or safety of children and youth.
- Provide direct patient care or providing for the health, safety, and welfare of children, adults, disabled, and elders.
- Perform life threatening procedures such as firefighting, first responder, or EMT duties.
- Dispense pharmaceuticals
- Have access to or responsible for confidential information or sensitive data protected by federal, state, or Muscogee Nation law.
- Have responsibility for money, receipts, and/or disbursement of negotiable instructions, e.g., money, checks, or property disbursements.
- Have responsibility for all financial documents, credit data, credit account records, or credit transactions.
- Have responsibility for the use, handling, packaging, processing, storage, disposal, or transport of controlled substances, toxic, radioactive, or other hazardous materials.
- Have responsibility for security, surveillance, or law enforcement duties.
- Have routine access to security control and key systems
- Operate, maintain, or oversee critical services and infrastructure including, but not limited to: a. Electric;b. Gas;c. Water;d. Power generator; e. Distribution.
- Positions governed under the rules and jurisdiction of the Department of Transportation
- Any position in which a momentary lapse in attention could result in injury or death to an



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employee or another person.

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.