



SAFETY SENSITIVE POSITION

Muscogee (Creek) Nation

Human Resources Department

Employee Requisition

PO BOX 580
 OKMULGEE, OK 74447
 Telephone (918) 732-7827
 Toll-Free (800) 482-1979
 Fax (918) 756-2284

Submitted Date 1/6/2025 10:58 AM	Employee Requisition Number ER-25131	JOB OPPORTUNITY	
Title/Position: CASE SPECIALIST			
Pay Grade SG 10	Salary Range \$31,865-41,579	Classification Full Time	
Department: SOCIAL SERVICES OKMULGEE	Location: Okmulgee	Location Code: 91D	FT/PT Full Time

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

General Summary:	Under the supervision of the Energy Program Supervisor, the Case Specialist is responsible for processing energy assistance payments and assisting with energy program outreach to eligible clientele.
Principal Duties and Responsibilities:	<ol style="list-style-type: none"> 1. Answer the telephone and address all energy-related inquiries. 2. Review energy applications and all required documentation to determine program eligibility. 3. Monitor pending status of applications. 4. Generate and submit payment requests for approval. 5. File/scan correspondence and maintain client records. 6. Transmit Commitment to Pay notifications upon approval. 7. Maintain case logs. 8. Conduct community outreach as necessary. 9. Assist staff as needed (Administrative Assistant, Social Workers, Supervisor, and Manager). 10. Maintain confidentiality on all Social Services applicants and personnel. 11. Other duties as assigned.
Minimum Requirements:	High School Diploma or GED equivalent and experience in clerical duties.
Preferred Requirements:	Associate's Degree and two (2) plus years experience in Social Services or 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.



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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:

- 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).**



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- 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 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.



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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 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.