



Call Center Representative

Council Oak – I.T.

VACANCY ANNOUNCEMENT: VA 25-190

STARTING SALARY: Negotiable

CLOSING DATE: Open Until Filled

Muscogee Nation Department of Health (MCN Health) provides comprehensive health care services to Native Americans living within the Muscogee Nation. MCN Health is an integrated system of six health centers, an Express Care Clinic, three hospitals, a physical rehabilitation center and nine comprehensive community health programs. Offering services across the lifespan including pediatrics, family medicine, nursing, dental, laboratory, radiology, pharmacy, behavioral health, emergency medical, audiology, nutrition, physical therapy, and optometry.

DESCRIPTION OF ASSIGNMENT: The incumbent handles incoming calls from patients and the public, makes follow-up calls to patients and provides accurate information. Exchanges pertinent and non-routine information, answer questions and offer guidance via the telephone with individuals on a continual basis. This position is located at the Council Oak Comprehensive Health Care in Tulsa, Ok.

REQUIREMENTS: High School Diploma or GED equivalent is required. A minimum of two (2) years' relevant experience is preferred.

EVALUATION METHODS: Applicants who meet the requirements described above will be evaluated to determine the extent to which they possess or have the potential to acquire knowledge, skills, abilities, and personal characteristics (KSAP's) required of this position. Applicants should address the following KSAP's on a separate attachment to their application.

- Exceptional customer service, active listening, and verbal and written communication skills.
- Professional phone voice with proper grammar.
- Able to react effectively and calmly.
- Strong time management and decision-making skills.
- Adaptability and accountability
- Ability to exercise sound independent judgment, establishing work priorities with minimal supervision.
- Ability to communicate courteously and effectively with all staff as well as the public, both orally and in writing.
- Ability to maintain a confident, professional demeanor.
- Ability to maintain strict confidentiality.
- Must possess strong organizational skills.

APPLICATION PROCEDURES: Apply online at Department of Health Application. (Current employees must use a transfer request form available on the intranet home page under forms). The KSAP's as outlined in the Evaluation Methods section should be addressed but are not required. For further information, call Tracy Watters at (918) 762-0307. The Department of Health is an Equal Opportunity Employer; however, Indian Preference will be applied in the case of equally qualified applicants.

Staffing Coordinator

Date