



Human Resources P.O. Box 1118 Okmulgee, OK 74447

POSITION: Guest Services Manager-Council Oak
VACANCY ANNOUNCEMENT: CN-23-73

STARTING SALARY: Negotiable
CLOSING DATE: Open Until Filled

The Muscogee (Creek) Nation Department of Health (MCNDH) provides comprehensive health care services to Native Americans living within the Muscogee (Creek) Nation. MCNDH 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 purpose of the position is to provide supervision and management of all guest services functions, ensuring quality performance and guest satisfaction. Responsible for ensuring hospitality at the highest level at all times. Manage services from accommodations to food and beverage as well as maintaining an up-to-date knowledge of the facilities. Supervises and manages employees and day-to-day operations of front office and front of house services. This position will operate from a primary office located in Tulsa, OK at the Council Oak facility. Local travel may be required.

REQUIREMENTS: Candidates must meet the following requirements:
High School diploma; Bachelor's degree in Business, Hospitality Management or a related field is preferred but not a requirement. Three (3) years relevant experience. Valid driver's license. Must be insurable to drive a GSA vehicle. **It is the policy of MCNDH for all employees to comply with the COVID-19 vaccination program.**

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.

1. Knowledge of hospitality industry methodology.
2. Knowledge of customer service techniques and best practices.
3. Ability to be detail oriented while maintaining follow-through.
4. Ability to use proper telephone and interpersonal etiquette.
5. Knowledge and skill to utilize a PC in a Windows environment; accurately handle cash and charges, and to operate other necessary office equipment.
6. Skill in selecting and managing hospitality staff.
7. Ability to plan, organize and prioritize activities.
8. Ability to maintain composure and objectivity under pressure, often multi-tasking.
9. Ability to convey information and ideas clearly.

APPLICATION PROCEDURES: Apply online at www.creekhealth.org. (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