



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

POSITION: Call Center Representative (5 Positions)-Council Oak
VACANCY ANNOUNCEMENT: CN-23-111

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 handle incoming calls from patients and the public, makes follow-up calls to patients and provides accurate information. Exchanges pertinent and non-routine information, answers questions and offers guidance via the telephone with individuals on a continual basis. This position is located at the Council Oak Comprehensive Healthcare in Tulsa, OK.

REQUIREMENTS: Candidates must meet the following requirements:
High School Diploma or GED equivalent is required. A minimum of two (2) years' relevant experience is preferred. **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. Exceptional customer service, active listening, and verbal and written communication skills.
2. Professional phone voice with proper grammar.
3. Able to react effectively and calmly.
4. Strong time management and decision-making skills.
5. Adaptability and accountability
6. Ability to exercise sound independent judgment, establishing work priorities with minimal supervision.
7. Ability to communicate courteously and effectively with all staff as well as the public, both orally and in writing.
8. Ability to maintain a confident, professional demeanor.
9. Ability to maintain strict confidentiality.
10. 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