



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

POSITION: Call Center Manager (I.T.)-Council Oak
VACANCY ANNOUNCEMENT: CN-23-328

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 Incumbent is responsible for service level goals and standards of call center representatives by continually enhancing the service strategy in alignment with the changing needs of the MCNDH business, patients, referring physicians, and customers. This person is responsible for: ensuring performance and service metrics are consistently met, driving improvements in patient satisfaction. This position is located at the Council Oak Comprehensive Healthcare in Tulsa, OK.

REQUIREMENTS: Candidates must meet the following requirements:

Bachelor's Degree from an accredited college or university in business or healthcare administration preferred. Associate degree is required. Five (5) years of relevant work experience is preferred. Experience in a Healthcare environment is preferred. A combination of education and relevant work experience may be considered in lieu of the education qualifications stated above. Healthcare experience preferred, not required. Incumbent must be insurable and valid Oklahoma Driver's License is required.

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. Ability to multitask and remain calm under pressure, especially during peak hours or intense situations.
2. Exceptional interpersonal, customer service, problem-solving, verbal, and written communication, and conflict resolution skills.
3. Strong coaching and leadership skills, ability to motivate employees.
4. Decisiveness and attention to detail.
5. Proficiency with the necessary technology, including computers, software applications, phone systems, etc.
6. Polite, professional phone voice.
7. Ability to work independently under minimum supervision.
8. Ability to communicate efficiently and effectively with department staff, tribal agencies, outside agencies and the public both orally and in writing.
9. Ability to maintain a confident and professional demeanor.

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