



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

POSITION: PBX Operator - Council Oak
VACANCY ANNOUNCEMENT: CN-24-136

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 this position is to serve as the PBX operator for the Muscogee (Creek) Nation (MCN) Department of Health. Incumbent receives and routes all incoming telephone calls to the appropriate department, office, etc. Incumbent also performs cashier duties, maintains transaction records, and receives payments made to the hospital. Incumbent reports to the Patient Access Manager or Designee. This position is located at Council Oak Comprehensive Healthcare in Tulsa, Ok.

REQUIREMENTS: Candidates must meet the following requirements:
High School Diploma or GED equivalent is required. One (1) year of 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.

1. Ability to communicate courteously and effectively with Muscogee (Creek) Nation Department of Health (MCNDH) administrative and medical staff, patients and their families, Tribal and Non-Tribal health care professionals and the general public via telephone, and in writing.
2. Skill in dealing with many different types of individuals in order to effectively route their calls.
3. Ability to react calmly and efficiently under pressure.
4. Ability to effectively converse with displeased and possibly unfriendly individuals with composure and tact when needed.
5. Knowledge of cash transactions and of the documentation of these transactions for accurate tracking of cash in the system.

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