



Securing today
and tomorrow

2018 Customer Service Specialist (Contact Representative)

Do you have a desire to:

- help the Social Security Administration manage its programs?
- analyze and solve problems?
- help to advise millions of retired and disabled individuals?
- work on a team to make a difference in people's lives and your own?

Create an account with usajobs.gov, the Federal Government's Official Jobs Site, for official notification of the most current and up to date job openings in the Social Security Administration.

A **Customer Service Representative** (Contact Representative) provides a full range of assistance to beneficiaries regarding all programs administered by the Social Security Administration. Provides information, advice or instruction about eligibility and benefits being paid under retirement, survivors, disability and Medicare insurance programs. Investigates case situations and reconciles discrepancies causing interruption in the receipt of monthly benefits. Identifies need for social services of people interviewed and refers them to appropriate private, nonprofit or government organizations. Initiates contacts with beneficiaries or others to obtain omitted reports and clarify inconsistent or incomplete reports.

U. S. Citizenship Required.

Background and/or Security Investigation Required.

Selectees must complete an 11-13 week technical training class.

Selectees are required to serve a 2-year trial period.

For GS-5 (Starting salary \$33,394): Completion of two academic years of post-high school study. For more information on substituting education for experience, visit <https://www.opm.gov/qualifications/Standards/group-stds/gs-admin.asp>.

Proof of Education: If you are qualifying on the basis of education or satisfying an educational requirement, submit a copy of your transcripts with the course title, number of credits, grade, and date of completion. To qualify, the degree must be from an accredited college or university recognized by the U.S. Department of Education. Education completed in a foreign institution must be certified as equivalent to coursework completed at a U.S. college or university. Certification of equivalency must be submitted at the time of application.

Meet and Deal Panel Interview: Applicants will be required to participate in a panel interview (after basic eligibility determination) to demonstrate an aptitude for meeting and dealing with the public. Applicants must pass this interview process in order to be found fully qualified for this position and receive further consideration for selection. This interview will cover typical situations, which might be encountered on the job, in person or over

SSA Employment Policy

2018

The Social Security Administration is an equal opportunity employer. Qualified applicants will be considered without regard to race, color, religion, gender, national origin, age, disability, sexual orientation, marital status, political affiliation or parental status.



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the telephone. Candidates must demonstrate qualities such as clarity of speech, ability to listen, ability to establish confidence and put others at ease and the ability to organize and express thoughts clearly. **If you do not pass the Meet and Deal panel interview, you will not qualify for the job.**

Selective Service: If you are a male applicant born after December 31, 1959, you must certify that you are registered with the Selective Service System, or are exempt from having to do so under the Selective Service Law. See www.sss.gov.
