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QUALIFICATIONS

Contact Representatives (Customer Service Rep) GS-962-04/5/6/7 05E3220

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If you are using experience to qualify, you must have:

GS-4: 52 weeks of full-time general experience performing progressively responsible clerical, office, or other work that indicates ability to acquire competencies needed to perform the duties of the position.

GS-5: 52 weeks of full-time specialized experience equivalent to the GS-4 level in the Federal Service performing the following tasks: 1) Applying laws, regulations policies or procedures to provide assistance preparing forms or documents; 2) Answering questions from members of the public or their representatives to obtain or provide information; 3) Using a computer to reconcile discrepancies or entering data; and 4) responding to written inquiries and drafting a variety of other written products.

GS-6: 52 weeks of full-time specialized experience equivalent to the GS-5 level in the Federal Service performing the following tasks: 1) Researching and analyzing various regulatory sources in order to apply legal requirements; 2) Explaining rights, benefits, privileges, or obligations under a body of law to large volumes of people from different socioeconomic backgrounds; 3) Using a computer to reconcile discrepancies and enter data into databases; and 4) responding to technical inquiries concerning program requirements, supporting documentation, payment issues, etc.

GS-7: 52 weeks of full-time specialized experience equivalent to the GS-6 level in the Federal Service performing the following tasks: 1) Researching Federal, State, or County laws, regulations, policies and procedures to evaluate program eligibility or claims; 2) Explaining legal provisions and resolving complex issues (e.g., obtaining benefits, payment interruptions, etc.) to large volumes of people from different socioeconomic backgrounds; 3) Using a computer to reconcile discrepancies and enter data into databases; and 4) responding to technical inquiries concerning benefit entitlement, benefit payments, etc.

Note: Part-time work is prorated in crediting experience (e.g., if you work 20 hours per week for a 12-month period), you will be credited with 6 months of experience.

SUBSTITUTING EDUCATION: If you are qualifying for this position based on completed education at an accredited U.S. college, university, or other educational institution, you **must** provide a copy of your transcripts or other proof of education prior to being appointed.

NOTE: Education completed in a foreign institution **must** be deemed equivalent to that gained in conventional/accredited U.S. education programs. It is the applicant's responsibility to acquire U.S. Certification and provide it at the time of application. For a list of Credential Evaluation Services, log on to: [Credential Evaluation Services](#).

GS-4: Successful completion of a full 2-year course of study above high school (e.g., 60 earned semester hours, 90 earned quarter hours, associates degree, etc.).

GS-5: Successful completion of a full 4-year course of study above high school (e.g., 120 earned semester hours, 180 earned quarter hours, bachelor's degree, etc.).

For GS-6/7/8: Substitution of education is not applicable at these grade levels.

COMBINING EDUCATION AND EXPERIENCE: Experience and education as described above may be combined to meet the minimum qualification requirements.

GS-4: Education above the high school level is creditable toward meeting the minimum qualifications requirement.

GS-5: Education course work equivalent to a baccalaureate program beyond the second year (e.g., in excess of the first 60 earned semester or 90 earned quarter hours) is creditable toward meeting the minimum qualification requirements.

Note: Experience and education will be computed as percentages of the overall requirements and must equal to 100 percent when combined.

SELECTIVE PLACEMENT FACTOR

Meet and Deal Panel Interview: Applicants will be required to participate in a structured panel interview to demonstrate an aptitude for meeting and dealing with the public. This interview will be administered/conducted utilizing the Competency Assessment Interview Process (CAIP). 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 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.

Legal Administrative Specialist (Benefit Authorizer) (GS-901-5/7) 01E1610

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If you are using experience to qualify, you must have:

GS-5: Three years of general experience equivalent to the next lower grade level in the federal service that demonstrates the ability to 1) analyze problems, identify significant factors, gather pertinent data, and recognize solutions; 2) plan and organize work; 3) communicate effectively orally and in writing; and 4) use online technology and automation tools. Examples of qualifying experience include analyzing, explaining, applying or interpreting laws, rules, regulation or policies.

GS-7: Fifty-two weeks of specialized experience at the GS-5 grade level or equivalent in the federal service 1) assisting individuals in establishing their entitlement to receive benefits; 2) adjudicating, authorizing or reconsidering claims; 3) explaining benefit entitlements or requirements to the general public; 4) evaluating benefit program

operations to assess the integrity and quality; or 5) interpreting benefit program requirements to formulate policies, procedures or guidelines.

Note: Part-time work is prorated in crediting experience (e.g., if you work 20 hours per week for a 12-month period), you will be credited with 6 months of experience.

SUBSTITUTING EDUCATION: If you are qualifying for this position based on completed education at an accredited U.S. college, university, or other educational institution, you must provide a copy of your transcripts or other proof of education prior to being appointed. NOTE: Education completed in a foreign institution must be deemed equivalent to that gained in conventional/accredited U.S. education programs. It is the applicant's responsibility to acquire U.S. Certification and provide it at the time of application. For a list of Credential Evaluation Services, log on to: [Credential Evaluation Services](#).

GS-5: Completion of a full 4-year course of study in any field leading to a bachelor's degree OR a combination of post-high school education and the general experience described above. One year of study is defined as 30 earned semester hours or 45 earned quarter hours.

GS-7: One full year of graduate level education in any field. One year of full-time graduate education is defined as 18 earned semester hours or 27 earned quarter hours. A combination of graduate level education and the specialized experience as described above OR a Bachelor's degree and superior academic achievement in any field can be applied as a substitution. Superior academic achievement is based on:

- Graduated in the upper third of the graduating class in the college, university, or major subdivision; OR
- Graduated with a cumulative 3.0 GPA or higher out of 4.0 based on 4 years of education, or based on courses completed during the final 2 years of the curriculum; OR
- Graduated with a 3.5 GPA or higher based on the average of all the required courses completed in the major field or the required courses in the major field completed during the final 2 years of the curriculum; OR
- Election to membership in a national scholastic honor society that meets the minimum requirements of the Association of College Honor Societies (except for freshman honor societies).

COMBINING EDUCATION AND EXPERIENCE: Experience and education as described above may be combined to meet the minimum qualification requirements.

GS-5: Experience and education as described above may be combined to meet the minimum qualification requirements.

GS-7: Experience and graduate level education as described above may be combined to meet the minimum qualification requirements.

Experience and education will be computed as percentages of the overall requirements and must equal to 100 percent when combined.

SELECTIVE PLACEMENT FACTOR

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 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. If you have previously taken and passed the Meet and Deal Interview, please submit a copy of your notice as verification. If you have previously held a SSA position subject to the Meet and Deal Interview requirement, please upload a copy of a SF-50, Notification of Personnel Action, as verification that you have held such a position.

Social Insurance Specialist (Claims Specialist) (GS-105-5/7/9) 05E2370

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If you are using experience to qualify, you must have:

GS-5: Three years of general experience equivalent to the next lower grade level in the federal service that demonstrates the ability to 1) analyze problems, identify significant factors, gather pertinent data, and recognize solutions; 2) plan and organize work; 3) communicate effectively orally and in writing; and 4) use online technology and automation tools. Examples of qualifying experience include analyzing, explaining, applying or interpreting laws, rules, regulation or policies.

GS-7: Fifty-two weeks of specialized experience at the GS-5 grade level or equivalent in the federal service 1) assisting individuals in establishing their entitlement to receive benefits; 2) adjudicating, authorizing or reconsidering claims; 3) explaining benefit entitlements or requirements to the general public; 4) evaluating benefit program operations to assess the integrity and quality; or 5) interpreting benefit program requirements to formulate policies, procedures or guidelines.

GS-9: Fifty-two weeks of specialized experience equivalent to the next lower grade level in the federal service in 1) assisting individuals in establishing their entitlement to receive benefits; 2) adjudicating or investigating claims; or 3) evaluating benefit programs to assess the integrity and quality of operations.

Note: Part-time work is prorated in crediting experience (e.g., if you work 20 hours per week for a 12-month period), you will be credited with 6 months of experience.

SUBSTITUTING EDUCATION: If you are qualifying for this position based on completed education at an accredited U.S. college, university, or other educational institution, you must provide a copy of your transcripts or other proof of education prior to being appointed. NOTE: Education completed in a foreign institution must be deemed equivalent to that gained in conventional/accredited U.S. education programs. It is the applicant's responsibility to acquire U.S. Certification and provide it at the time of application. For a list of Credential Evaluation Services, log on to: [Credential Evaluation Services](#).

GS-5: Completion of a full 4-year course of study in any field leading to a bachelor's degree OR a combination of post-high school education and the general experience described above. One year of study is defined as 30 earned semester hours or 45 earned quarter hours.

GS-7: One full year of graduate level education in any field. One year of full-time graduate education is defined as 18 earned semester hours or 27 earned quarter hours. A combination of graduate level education and the specialized experience as described above OR a Bachelor's degree and superior academic achievement in any field can be applied as a substitution. Superior academic achievement is based on:

- Graduated in the upper third of the graduating class in the college, university, or major subdivision; OR
- Graduated with a cumulative 3.0 GPA or higher out of 4.0 based on 4 years of education, or based on courses completed during the final 2 years of the curriculum; OR
- Graduated with a 3.5 GPA or higher based on the average of all the required courses completed in the major field or the required courses in the major field completed during the final 2 years of the curriculum; OR
- Election to membership in a national scholastic honor society that meets the minimum requirements of the Association of College Honor Societies (except for freshman honor societies).

GS-9: Master's or equivalent graduate degree, or successful completion of two academic years of progressively higher graduate education, or LL.B. or J.D.

COMBINING EDUCATION AND EXPERIENCE:

Experience and education as described above may be combined to meet the minimum qualification requirements.

GS-5: Experience and education as described above may be combined to meet the minimum qualification requirements.

GS-7: Experience and graduate level education as described above may be combined to meet the minimum qualification requirements.

GS-9: Experience and graduate level education beyond the first year may be combined to meet the minimum qualification requirement.

Experience and education will be computed as percentages of the overall requirements and must equal to 100 percent when combined.

SELECTIVE PLACEMENT FACTOR

Meet and Deal Panel Interview: Applicants will be required to participate in a structured panel interview to demonstrate an aptitude for meeting and dealing with the public. This interview will be administered/conducted utilizing the Competency Assessment Interview Process (CAIP). 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 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.

If you are using experience to qualify, you must have:

For GS-4: At least 52 weeks of general experience. General experience is experience performing progressively responsible clerical, office, or other work which include duties such as data entry or word processing, answering telephones, maintaining office files, or proofreading documents for grammar, spelling, etc. which demonstrate the ability to perform the duties of the position.

For GS-5: 52 weeks of full-time specialized experience equivalent to the GS-4 level in the Federal Service performing all or most of the following tasks: 1) applying laws, rules or regulations and written guidelines; 2) communicating orally in order to provide information, assistance, or instructions to members of the general public or their representatives; 3) performing administrative and clerical processes using a computer to reconcile discrepancies, associate documents with related files/records, etc; and 4) writing correspondence in response to inquiries and drafting a variety of other written products.

For GS-6: 52 weeks of full-time specialized experience equivalent to the GS-5 level in the Federal Service performing all or most of the following tasks: 1) developing, adjusting, reconsidering, or authorizing the settlement of debt cases; 2) explaining or assisting in preparing forms and documents needed to support claims; 3) resolving discrepancies and adjust case files that may be incomplete or incorrect; and 4) writing correspondence to explain regulatory provisions, or in response to technical inquiries related to debt collection.

Note: Part-time work is prorated in crediting experience (e.g., if you work 20 hours per week for a 12-month period), you will be credited with 6 months of experience.

SUBSTITUTING EDUCATION: If you are qualifying for this position based on completed education at an accredited U.S. college, university, or other educational institution, you **must** provide a copy of your transcripts or other proof of education prior to being appointed.

NOTE: Education completed in a foreign institution **must** be deemed equivalent to that gained in conventional/accredited U.S. education programs. It is the applicant's responsibility to acquire U.S. Certification and provide it at the time of application. For a list of Credential Evaluation Services, log on to: [Credential Evaluation Services](#).

For GS-4: Successful completion of a full 2-year course of study above high school (e.g., 60 semester hours, 90 quarter hours, associates degree, etc.).

For GS-5: Successful completion of a full 4-year course of study in any field leading to a bachelor's degree. A bachelor's degree is fully qualifying for GS-5.

For GS-6: Substitution is not applicable at this grade level.

COMBINING EDUCATION AND EXPERIENCE: Experience and education as described above may be combined to meet the minimum qualification requirements.

For GS-4: Education above the high school level is creditable toward meeting the minimum qualifications requirement.

For GS-5: Only education in excess of the first 60 semester hours or 90 quarter hours beyond the second year leading to a bachelor's degree is creditable toward meeting the specialized experience requirement. One full academic year of study (30 semester hours or

45 quarter hours) beyond the second year is equivalent to 6 months of specialized experience.

For GS-6: Substitution is not applicable at this grade level.

Note: Experience and education should be computed as percentages of the overall requirements and must equal to 100 percent when combined.

SELECTIVE PLACEMENT FACTOR

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 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.
