QUALIFICATIONS

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

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 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 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 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 volume 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. **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 semester hours, 90 quarter hours, associates degree, etc.).

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

**GS-6:** Successful completion of one half an academic year of graduate education in a related field (e.g., Family Studies, Social Work, Business Administration or Public Administration).

**GS-7:** Successful completion of one academic year of graduate education in a related field (e.g., Family Studies, Social Work, Business Administration or Public Administration). One year of full-time graduate education is considered to be the number of credit hours that the school you attended has determined to represent one year of study. If this information cannot be obtained from your school, we will consider 18 semester/27 quarter hours to be equal to one year of full-time study.

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

**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 semester or 90 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 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.

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

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

**GS-5:** Three years of progressively responsible general experience that demonstrates the ability to 1) analyze problems to identify significant factors, gather pertinent data, and recognize solutions; 2) plan and organize work; and 3) communicate effectively orally and in writing. Examples of qualifying experience include analyzing, explaining, applying or interpreting laws, rules, regulation or policies.

**GS-7:** One (1) year of specialized experience assisting individuals in establishing their entitlement to receive benefits; or adjudicating, authorizing or reconsidering claims; representing benefit programs before the general public and providing information through the media; or evaluating benefit program operations to assess the integrity and quality; or interpreting program requirements and formulating policies, procedures and 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. **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](https://www.credentialevaluation.com).

**GS-5:** A bachelor's degree OR 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 semester hours or 45 quarter hours. (Note: Experience and education will be computed as percentages of the overall requirements and must equal to 100 percent when combined.)

**GS-7:** One full year of graduate level education in a related field (one year of full-time graduate education is considered to be the number of credit hours that the school you attended has determined to represent one year of study. If this information cannot be obtained from your school, we will consider 18 semester/27 quarter hours to be equal to one year of full-time study) OR a combination of graduate level education and the specialized experience as described above OR a Bachelor's degree and superior academic achievement in a related field. Superior academic achievement is based on:

**Qualifications 2**
• 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).

If you are claiming one full year (e.g., 18 semester, 27 quarter hours, etc.) of related graduate course work, you must provide proof.
If you are selected for the position, you must provide your official college transcripts prior to being appointed.

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.

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

If you are using experience to qualify, you must have:
**GS-5:** Three years of general experience 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 using 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 in 1) assisting individuals in establishing their entitlement to receive benefits; 2) adjudicating, authorizing or reconsidering claims; 3) representing benefit programs before the general public; 4) evaluating benefit program operations to assess the integrity and quality; or 5) interpreting benefit program requirements and formulating policies, procedures and 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 college or university, you must provide a copy of your official or unofficial college transcripts or other proof of education. **NOTE:** Education completed in a foreign institution must be certified as equivalent to coursework completed at a U.S. college or university. 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: [http://www.edupass.org/admissions/evaluation.phtml](http://www.edupass.org/admissions/evaluation.phtml)

**For 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 semester hours or 45 quarter hours.

For GS-7: One full year of graduate level education in any field. One year of full-time graduate study is defined as 18 semester hours or 27 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).

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.

Debtor Contact Representatives (GS-962-5) 04D0420

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

GS-5: Requires 1 year of specialized experience that demonstrates the ability to perform 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 a wide range of individuals; 3) writing correspondence in response to inquiries or requests for information; 4) perform computations such as addition, subtraction, multiplication and division correctly; and 5) operate a personal computer or computer terminal (includes input, retrieval and editing files).

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.

SUBSTITUTION OF EDUCATION: Substitution of education for general and specialized experience will be made in accordance with the OPM Operating Manual, Qualification Standards for General Schedule Positions.

If you are qualifying for this position based on completed education at an accredited college or university, you must provide a copy of your official or unofficial college transcripts or other proof of education. NOTE: Education completed in a foreign institution must be certified as equivalent to coursework completed at a U.S. college or university. 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: http://www.edupass.org/admissions/evaluation.phtml.

GS-5: a bachelor's degree; OR 120 credits toward the completion of a bachelor's degree.
COMBINING EDUCATION AND EXPERIENCE: Experience and education as described above may be combined to meet the minimum qualification requirements. 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. 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.

Legal Assistant (Senior Case Technician) (GS-986-5/6/7) 00E0230

If you are using experience to qualify, you must have:
GS-5: Requires 52 weeks of specialized experience equivalent to the GS-4 level performing all or most of the following tasks: 1) Applying laws, rules or regulations and written guidelines; 2) Communicate orally in order to provide information, assistance, or instructions to members of the general public or their representatives; 3) Perform administrative and clerical processes using a computer to reconcile discrepancies, associate documents with related files/records, etc.; 4) Write correspondence in response to inquiries and drafted a variety of other written products.

GS-6: 52 weeks of full-time experience independently performing all or most of the following tasks: 1) Reviewing legal or medical documents for accuracy in accordance with applicable rules and regulations; 2) Communicating with a wide variety of individuals in order to provide or elicit information; 3) Applying & interpreting laws, rules or regulations and written guidelines; 4) uses a computer to prepare correspondence in draft & final form or to prepare reports.

GS-7: 52 weeks of full-time experience independently performing all or most of the following tasks: 1) Reviewing and processing a variety of legal and/or medical documentation, records and evidence in accordance with applicable rules & regulations; 2) Communicating with a wide variety of individuals in order to provide advice/guidance about medical or legal claims, hearings process, insurance claims, or other related programs; 3) Interpreting complex laws, rules or regulations and written guidelines & explaining the provisions to others; 4) uses a computer to prepare correspondence and has experience using word processing software (i.e., Word, Access, Excel) for data input, queries, reports, or case tracking.

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 college or university, you must provide a copy of your official or unofficial college transcripts or other proof of education.

NOTE: Education completed in a foreign institution must be certified as equivalent to coursework completed at a U.S. college or university. 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: http://www.edupass.org/admissions/evaluation.phtml
**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.

**GS-6**: Successful completion of 6 months (9 semester hrs) of graduate education in a related field (i.e., law and legal studies). One year of full-time graduation education is considered to be the number of credit hours that the school you attended has determined to represent one year of study. If this information cannot be obtained from your school, we will consider 18 semester/27 quarter hours to be equal to one year of full-time study.

**GS-7**: Successful completion of one full year (18 semester hours) of graduate education in a field that is directly related to the position (i.e., law and legal studies). If this information cannot be obtained from your school, we will consider 18 semester/27 quarter hours to be equal to one year of full-time study.

**COMBINING EDUCATION AND EXPERIENCE: GS-05 Only**: Experience and education as described above may be combined to meet the minimum qualification requirements. 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.

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**Legal Assistant (Case Technician) (OA) (GS-986-4/5/6) 0672660**

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

**GS-4**: 52 weeks of general experience performing clerical or administrative duties (e.g., following general office procedures or guidelines; communicating orally in order to provide information; operating a personal computer, etc).

**GS-5**: 52 weeks of specialized experience applying rules or regulations, and written guidelines; communicating orally in order to provide information, assistance, or instructions to the general public and drafting correspondence in response to general inquiries.

**GS-6**: 52 weeks of specialized experience researching and applying rules or regulations, and written guidelines; communicating orally with a large volume of people from different socioeconomic backgrounds in order to provide or elicit technical information; and drafting correspondence in response to technical inquiries.

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.

**TYPING PROFICIENCY**: Individuals who meet the experience requirements must be able to type 40 words per minute.

**SUBSTITUTING EDUCATION**: If you are qualifying for this position based on completed education at an accredited college or university, you must provide a copy of your official or unofficial college transcripts or other proof of education. NOTE: Education completed in a foreign institution must be certified as equivalent to coursework completed at a U.S. college or university. 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: http://www.edupass.org/admissions/evaluation.phtml

**For GS-4**: Successful completion of two years of education above the high school level in any field.

**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**: Not applicable.

**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 in any field. This education must have been obtained in an accredited business, secretarial or technical school, junior college, college or university. One full academic year of study (30 semester hours or 45 quarter hours) in a college or university, or at least 20 hours of classroom instruction per week for approximately 36 weeks in a business, secretarial, or technical school.

**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.

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

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**Contact Representatives (OA) (GS-962-5) 0673510**

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

For **GS-5**: 52 weeks of full-time experience independently performing all or most of the following tasks: (1) Applying laws, rules or regulations and written guidelines; (2) Communicate orally in order to provide information, assistance, or instructions to members of the general public or their representatives; (3) Perform administrative and clerical processes using a computer to reconcile discrepancies, associate documents with related files/records, etc.; (4) Write correspondence in response to inquiries and draft a variety of other written products.

**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.

**MUST BE A QUALIFIED TYPIST (40 WORDS PER MINUTE)**

**SUBSTITUTING EDUCATION**: Substitution of education for general and specialized experience will be made in accordance with the OPM Operating Manual, *Qualification Standards for General Schedule Positions*. 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. **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-5**: A bachelor's degree OR completion of a full 4-year course of study in any field leading to a bachelor's degree OR a combination of education beyond the first 60 credits/90 quarter hours and the specialized experience described above.

**COMBINING EDUCATION AND EXPERIENCE**: Experience and education as described above may be combined to meet the minimum qualification requirements. 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. Experience and education should be computed as percentages of the overall requirements and must equal to 100 percent when combined.