

Social Insurance Specialist (Claims Representative) (GS-5/7)
Social Insurance Specialist (Disability Specialist) (GS-7)

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

For GS-5: Three years of progressively responsible general experience, one year of which was equivalent to at least GS-4, and 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. Qualifying general experience includes experience analyzing, explaining, applying or interpreting laws, rules, regulations or policies.

For GS-7: One year of specialized experience, equivalent to the GS-5, that is directly related to the position to be filled, and which demonstrates the particular knowledge, skills, and abilities needed to successfully perform the duties of the position. Examples of specialized experience include the development, examination, investigation or authorization of claims under a program for SSA benefits, health insurance, pension plan, income maintenance or related programs or experience, which provided a broad knowledge of the subject area of the position to be filled.

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 successfully completed education at an accredited college or university, you must provide a copy of your college transcripts or other proof of education. **NOTE:** Education completed in a foreign institution must be certified as equivalent to course work 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-5: I have successfully completed a full 4-year course of study leading to a bachelor's degree from an accredited college or university. One year of undergraduate-level education is defined as 30 semester hours or 45 quarter hours.

For GS-7: One full year of graduate level education, that demonstrates the knowledge, skills, and abilities necessary to do the work of the position. One year of graduate-level education is defined as 18 semester hours, 27 quarter hours, or the number of credit hours that the school attended has determined to represent one academic year of full-time study OR a Bachelor's degree with Superior Academic Achievement (SAA). 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).

Verification of college course work is required. If you are using education to qualify, you must submit copies of your college transcripts with your application materials. If you are selected for the position, you must provide your official college transcripts prior to being appointed.

COMBINING EDUCATION AND EXPERIENCE:

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

For GS-5: A combination of education leading to a bachelor's degree and general experience as described above.

For GS-7: A combination of graduate level education and the specialized experience as described above

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: Claims Representative 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 Claims Representative position. The Disability Specialist position is not subject to the Selective Placement Factor Meet and Deal Panel Interview.

Contact Representative (SR/TSR/OA) (GS-4/5/6/7)

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

For GS-4: One year of general experience performing progressively responsible clerical, office or other work, which indicates the ability to acquire the competencies necessary to perform the duties of a Contact Representative.

For GS-5: One year of specialized experience, equivalent to GS-4, providing straightforward factual information, which involved basic interpretation and application of policies and guidelines related to a complex technical or regulatory program.

For GS-6 : One year of specialized experience, equivalent to GS-5, applying and interpreting complex technical or regulatory laws, rules, regulations, or written guidelines and explaining these requirements to a variety of individuals.

For GS-7: One year of specialized experience, equivalent to GS-6, interpreting, applying and explaining complex laws, regulations, and written guidelines (e.g., Federal, State or County laws or private sector equivalent); in order to resolve problems and provide advice/guidance about program policies, benefits or entitlements.

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 successfully completed education at an accredited college or university, you must provide a copy of your college transcripts or other proof of education. **NOTE:** Education completed in a foreign institution must be certified as equivalent to course work 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: Two years of successfully completed education above the high school level in any field for which high school graduation or the equivalent is a prerequisite may be substituted for the one year of general experience required for the GS-4 grade level.

For GS-5: I have successfully completed a full 4-year course of study leading to a bachelor's degree from an accredited college or university. One year of undergraduate-level education is defined as 30 semester hours or 45 quarter hours.

For GS-6 & 7: There is no substitution of education for experience at the GS-6 and GS-7 levels for the Contact Representative positions.

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 (i.e., beyond the second year) leading to a bachelor's degree is creditable toward meeting the specialized experience requirement for the GS-5 level. 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 (not required for Contact Representative (Office Automation - OA): 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.

TYPING PROFICIENCY (For Contact Representative (Office Automation - OA) position only): Individuals who meet the experience requirements must be able to type 40 words per minute.

Legal Assistant (Case Technician) (Office Automation) (GS-4/5/6)

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

For GS-4: One year of general experience performing progressively responsible clerical, office or other work, which includes duties such as typing, answering telephones, maintaining office files, or proofreading documents for grammar, spelling, etc.

For GS-5: One year of specialized experience equivalent to GS-4, performing clerical, technical, administrative, or quasi-legal work that demonstrated the ability to apply a body of rules, regulations, precedents, and/or procedures.

For GS-6: One year of specialized experience equivalent to GS-5, performing clerical, technical, administrative, or quasi-legal work that demonstrated the ability to apply a body of rules, regulations, precedents, and/or procedures, explain technical processes/procedures, and demonstrated knowledge of legal documents or legal and judicial processes.

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>

For GS-4: Two years of successfully completed education above the high school level in any field for which high school graduation or the equivalent is a prerequisite may be substituted for the one year of general experience required for the GS-4 grade level.

For GS-5: I have successfully completed a full 4-year course of study leading to a bachelor's degree from an accredited college or university. One year of undergraduate-level education is defined as 30 semester hours or 45 quarter hours.

For GS-6: There is no substitution of education for experience at the GS-6 level for this position.

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 (i.e., beyond the second year) leading to a bachelor's degree is creditable toward meeting the specialized experience requirement for the GS-5 level. 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.

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

Legal Assistant (Senior Case Technician) (GS-6/7/8)

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

For GS-6: One year of specialized experience equivalent to GS-5, that demonstrates the ability to apply a body of rules, regulations, precedents, or procedures and a knowledge of legal documents or legal and judicial processes.

For GS-7: One year of specialized experience equivalent to GS-6, that demonstrates the ability to apply and explain a body of rules, regulations, precedents, or procedures to a wide range of individuals and a knowledge of legal documents or legal and judicial processes.

For GS-8: One year of specialized experience equivalent to GS-7, that demonstrates the ability to interpret, apply and explain complex legal provisions, regulations or procedural requirements to a wide range of individuals with varying levels of comprehension and a knowledge of legal documents or legal and judicial processes.

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>

For GS-6: Six months or more of graduate level education, that is in a field directly related to the position (i.e., law and legal studies). Six months of graduate level education is defined as 9 semester hours, OR 14 quarter hours, OR the number of credit hours that the school attended has determined to represent six months of full-time, graduate-level study.

For GS-7: One year or more of graduate-level education, that is in a field directly related to the position (i.e., law and legal studies). One year of graduate level education is defined as 18 semester hours, OR 27 quarter hours, OR the number of credit hours that the school attended has determined to represent one year of full-time, graduate-level study.

For GS-8: There is no substitution of education for experience at the GS-8 level for this position.

COMBINING EDUCATION AND EXPERIENCE:

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

For GS-6: A combination of graduate level education and the specialized experience as described above

For GS-7: A combination of graduate level education and the specialized experience as described above

For GS-8: There is no substitution of education for experience at the GS-8 level for the Senior Case Technician position.

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