



**Job Title:**Social Insurance Specialist (Claims Rep)(Pathways-Recent Graduates)

**Agency:**Social Security Administration

**Job Announcement Number:**PW-1152316-14-132-JL

**SALARY RANGE:** \$31,628.00 to \$39,179.00 / Per Year

**OPEN PERIOD:** Wednesday, June 25, 2014 to Monday, June 30, 2014

**SERIES & GRADE:** GS-0105-05/07

**POSITION INFORMATION:**Full Time - Recent Graduates

**PROMOTION POTENTIAL:**11

**DUTY LOCATIONS:** 1 vacancy in the following location:  
Santa Fe, NM [View Map](#)

**WHO MAY APPLY:** United States Citizens

**SECURITY CLEARANCE:** Other

**SUPERVISORY STATUS:** No

**For more information or to apply, go to:** <https://www.usajobs.gov/GetJob/ViewDetails/373714900>

### **JOB SUMMARY:**

Do you have a desire to:

- Help SSA manage its Social Security programs, analyze and solve problems?
- Advise millions of retired and disabled individuals?
- Work on a team to make a difference in people's lives and your own?

**Join SSA, one of the top 10 Best Places to Work in the Federal Government!**

### **SSA Recent Graduates Program Eligibility Requirements**

The SSA Recent Graduates Program provides Recent Graduates with entry-level developmental experience and is designed to lead to a career in the Federal government. To be eligible for the Program, applicants must have completed all requirements of an academic course of study leading to a qualifying associates, bachelor's, master's, professional, doctorate, vocational, or technical degree or certificate from a qualifying educational institution within the 2 years preceding the closing date of this announcement. Preference-eligible veterans who, due to military service obligations, were precluded from applying to the Program during any portion of the 2-year eligibility period are entitled to a full 2-year period of eligibility upon release or discharge from active duty. In no event, however, may the eligibility period extend beyond 6 years from the date on which the preference eligible veteran completed the requirements of an academic course of study. **Exception:** Individuals who completed their academic requirements between December 27, 2010 and July 10, 2012 are eligible for the Recent Graduates Program until July 10, 2014.

Once selected for the Claims Representative position in SSA, you will contribute to the Agency's mission through direct and personal service to the public. This includes speaking with beneficiaries about their rights under the Social Security laws, gathering facts and evidence to establish eligibility for benefits, making critical decisions to determine the amount of benefits paid to individuals, and using state-of-the-art computer technology to access and update information about claims.

This position is located in the SSA, Field Office, **Santa FE, NM.**

Note: This position is being filled on a full-time basis. This is a 2-year developmental program. After successful completion of the program, you may be noncompetitively converted to a term (not to exceed 1-4 years) or permanent appointment.

Additional selections may be made within six months from the closing date of this announcement.

This is a career-ladder position leading to the GS-11 grade level.

### **TRAVEL REQUIRED**

- Not Required

### **RELOCATION AUTHORIZED**

- No

### **KEY REQUIREMENTS**

- U.S. Citizenship Required
- Selective Service Registration required for male applicants, unless exempt

- Security and/or Background Investigation Required
- Must have a qualifying degree or certificate
- Selectees are required to serve a trial period
- Relocation expenses will not be paid

#### **DUTIES:**

Claims Representatives conduct interviews to obtain, clarify, and verify information about initial and continuing eligibility for retirement, survivors, disability, and health insurance benefits, and eligibility for supplemental security income including State supplements. In addition, they resolve discrepancies, clarify issues and make final decisions for initial and continuing claims for benefits and payments.

#### **QUALIFICATIONS REQUIRED:**

All qualification requirements must be met by the closing date of the announcement.

If you are using experience to qualify, your resume must show:

**For GS-5:** Three years of 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.

**For 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 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.)

**For 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:

- 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).

#### **AGENCY CONTACT INFO:**

*Jamie Leavens*

*Phone: (214)767-4331*

*Email: JAMIE.LEAVENS@SSA.GOV*

*Agency Information:*

*SSA Dallas*

*Personnel Operations Room 550*

*1301 Young Street*

*Dallas, TX 75202-5433*

*USA*