

With you through life's journey...



Social Security Is Hiring Now

Contact Representative
(Customer Service Representative)-Teleservice Center
Location: _____

Customer Service Representatives (CSR) play a vital role delivering Social Security benefits and services to the public. Teleservice Center CSRs work in a call center environment to provide a high level of quality service to our customers on SSA's national 800 number. You would be responsible for providing the public with information about SSA's programs and services, obtaining information to determine eligibility for the benefits SSA administers, and updating records using SSA's computer systems.

REQUIREMENTS & QUALIFICATIONS

To qualify, you must be a U.S. citizen and have excellent communication and people skills. We consider additional qualifications such as experience, education, or a combination of experience and education. Visit the link or scan the QR code below to read the qualifications for this position and other entry level positions:

Entry Level Position Qualifications

(https://www.ssa.gov/kc/forms/Qualifications_for_Entry_Level_Positions.pdf)



APPLY TODAY

Send your resume/transcripts
to:

Federal Grade Levels & Salaries:

- GS-5: _____
- GS-6: _____
- GS-7: _____
- GS-8: _____
up to _____

Get *Federal Resume Help*



Visit **SSA.GOV/Careers**



SALARY & ADVANCEMENT

Entry into these positions is at the GS-5, GS-6 and GS-7 level with career ladder advancement opportunity within the position to the GS-8 level. Salaries are competitive and include locality adjustments based on the job location. SSA offers promotion opportunities and a wide variety of positions in our numerous offices across the country.

GREAT BENEFITS:

- Earn 13 paid vacation days a year, then
 - » 20 days a year after 3 years
 - » 26 days a year after 15 years
- Earn 13 paid sick days each year
- 11 paid Federal holidays
- Health benefits including medical, dental, and vision; and access to flexible spending accounts
- Life insurance
- Pension benefits under the Federal Employees Retirement System
- Optional Thrift Savings Plan (similar to a 401K). The government matches your contribution up to 5% of your salary
- Flexible work schedules
- Potential overtime opportunities
- Potential telework opportunities
- Eligibility for the Public Service Student Loan Forgiveness Program

SALARY INCREASES:

GS positions have salary increases based on the number of years of successful performance. The longer you work for SSA, the more your salary will grow! See **OPM GS Pay Schedules** (<https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/2022/general-schedule/>) for more information on GS pay tables and locality pay.

MAKE A DIFFERENCE IN YOUR COMMUNITY!

Social Security helps people through their life's journey in many ways. You will make a positive difference in the lives of people, from all walks of life, who need help applying for retirement, disability, and other critical benefits and services.

SOCIAL SECURITY

Email questions to:

See current SSA job
vacancies at
USAJOBS.GOV



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Questions

Call:

at: _____