Social Security is Recruiting

The Social Security Administration considers job applicants with exceptional customer service skills who are willing to:

- Understand the unique and critical role of Social Security in our society.
- Value our customers and provide information that meets or exceeds their needs and expectations.
- Identify and address problems to continuously improve the quality of our public service.
- Communicate effectively with our customers and seek their feedback.
- Take advantage of leadership opportunities that promote career development and advancement.
- Appreciate diversity and recognize the value of a multi-cultural workforce.

Social Security Entry Level Customer Service Positions include:

Claims Representatives and Service Representatives – Work in offices providing face-to-face service

- Talk to individuals who apply for benefits face-to-face and/or by telephone.
- Understand, apply and explain large volumes of technical material.
- Evaluate information and evidence to determine entitlement to benefits.
- Interact with people of varying backgrounds, education and experience.

Watch what Claims Representatives do!
Watch what Service Representatives do!

- Claims Representatives can be hired at GS-5, GS-7 or GS-9 depending on education and experience and can be promoted to the GS-11 level.
- Service Representatives can be hired at GS-5, GS-6 or GS-7 depending on education and experience and can be promoted to the GS-8 level.

Job Applicants May SUBMIT RESUMES:

- Send TEXT ONLY- MICROSOFT WORD resumes to Kimberley Runge, 18 Veterans Drive, Harrisburg, IL 62946
- You should have a degree from an accredited four-year or two-year college/university AND/OR specialized experience in customer service.
- Be a United States Citizen.

Email resumes with detailed job descriptions and education summaries to

kimberley.runge@ssa.gov

For more information about careers at Social Security see:

http://www.socialsecurity.gov/careers/index.htm
Make a difference in people's lives and your own!

Explore our Career Paths
- Public Contact
- Information Technology
- Legal
- Law Enforcement
- Additional Paths
- Options for Students/College Grads
- Search and Apply for Careers

Social Security is an equal opportunity employer.

Social Security Administration Job Search

The Social Security Administration serves more than 90 percent of working Americans and builds protection for them and their families against a reduction of income as a result of retirement, disability, or death. The Social Security Administration employs more than 64,000 well-trained, courteous and dedicated employees throughout the globe providing customers with "World Class" service every day.

For a listing of Social Security Administration jobs, please indicate your geographic preference, whether you are currently a federal employee, and the time frame of announcements you would like to see, then click on submit. Instructions on how to apply are contained in each announcement.