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The Social Security Administration, (ODAR) is recruiting in the greater Nashville/Franklin, TN area. In addition to civilians, our desire is to consider veterans who are eligible for non-competitive consideration under the Veterans Recruitment Authority and the authority to hire veterans with 30% or more disability certification.

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BRIEF SUMMARY OF JOB:

Contact Representative (Office Automation) - Grade levels, GS-05 at **\$32,318** per annum, GS-06 at **\$36,025** per annum, GS-07 at **\$40,033** per annum. The incumbent will contribute to the Agency's mission through direct and personal service to the public. You will be the first point of contact for claimants and their representatives seeking information regarding their rights and/or claims for benefits. This includes assisting individuals in determining their appeal rights. Providing information to the public, in person or by telephone, explaining the legal provisions, regulations and procedural requirements for obtaining benefits under the Social Security program, and using state-of-the-art computer technology to access and update information about claims.

QUALIFICATION REQUIREMENTS:

Contact Representative (Office Automation) at the GS-05 Level: Requires 1 year of specialized experience equivalent to the GS-4 level 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 members of the general public or their representatives; 3) Performing administrative and clerical processes; using a computer to reconcile discrepancies; associate documents with related files/records, etc.; 4) Writing routine correspondence in response to inquiries and draft a variety of other written products; **OR** a bachelor's degree; **OR** 120 credits toward the completion of a bachelor's degree; **OR** a combination of education beyond the first 60 credits/90 quarter hours and the specialized experience.

For the GS-06 Level: Requires one year of specialized experience equivalent to the GS-5 level 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) Using a computer to prepare correspondence in draft to prepare reports; **OR** successful completion of 6 months of graduate education in a field that is directly related to the position (i.e., law and legal studies).

For the GS-07 Level: Requires one year of specialized experience equivalent to the GS-6 level 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 guidance about medical or legal claims; 3) Interpreting complex laws, rules or regulations and written guidelines & explaining the provisions to others; 4) Using a computer to prepare correspondence and has experience using word processing software (i.e., Word, Access, Excel) for data input; **OR** successful completion of one full year of graduate education in a field that is directly related to the position (i.e., law and legal studies).

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).

Knowledge of the office automation systems and the ability to type 40 words per minute to perform word processing duties is required for all grade levels.

Substituting Education: For more information on substituting education for experience, visit <http://www.opm.gov/qualifications/standards/group-stds/gc-cler.asp>

Required Documents Needed for Qualification:

- Resumes must include the applicants typing proficiency.
- School Transcripts
- DD-214, VRA Appointment (member copy 4)
- Proof of Disability (Schedule A and Disabled Veteran needs to be on the official office letterhead)

HOW DO I APPLY?

Resumes may be sent via email to: adam.reed@ssa.gov and sonya.napier@ssa.gov. Should you have questions about this vacancy please feel free to call: Adam Reed @ 1-866-568-9450, Extension 19513 or Sonya Napier @ Extension 19511.

A DD-214, VRA Appointment (member copy 4) must be submitted to support a claim for Veterans' Preference.

You MUST submit copies of college transcripts. Applications will be accepted from all US Citizens.

The Social Security Administration is an Equal Employment Opportunity Employer and has excellent employee benefits.

The deadline for the submission of resumes is Friday, January 20th, 2017.

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BRIEF SUMMARY OF JOB:

Legal Assistant (Senior Case Technician) – Grade levels, GS-05 at \$32,318 per annum, GS-06 at \$36,025 per annum, GS-07 at \$40,033 per annum, GS-08 at \$44,335 per annum. The incumbent provides support to Administrative The incumbent reviews and analyzes medical and legal documentation; composes complex correspondence; schedules cases for hearing and prepares notices of hearing; monitors hearings, sets up recording equipment and recording evidence and testimony using state-of-the-art computer technology to access and update information about cases.

QUALIFICATION REQUIREMENTS:

Legal Assistant (Senior Case Technician) at the GS-5 level: At least one year of specialized experience equivalent to the GS-4 level that included applying a body of rules, regulations, precedents, or procedures. This experience includes communicating with a wide variety of individuals and using a computer to prepare correspondence.

For GS-06 Level: At least one year of specialized experience equivalent to the GS-5 level that included legal, clerical, or secretarial work in legal instruments examining. This experience involves such duties as maintenance of legal files and case controls, abstraction of information from legal files, and preparation of legal forms and documents.

For GS-07 Level: At least one year of specialized experience equivalent to the GS-6 level in Federal Service. Specialized experience is defined as experience receiving and reviewing legal documents for form and content to ensure they comply with regulations and that procedural requirements are met; assembling records of legal proceedings; furnishing information regarding the status of pending cases; and composing and processing legal and administrative correspondence.

For GS-08 Level: At least one year of specialized experience equivalent to the GS-7 level in Federal Service. Specialized experience is defined as experience reviewing and analyzing medical or legal documentation; processing medical claims for payment. Request consultative examinations and or medical records. Compose complex and or technical correspondence to litigants, lay representatives and attorneys. Set up and monitor hearings.

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.

- **For GS-05 level positions**, only education **in excess** of the first 60 semester hours or 90 quarter hours (i.e., beyond the second year) is creditable toward meeting the specialized experience requirements. 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. A Bachelor's Degree is fully qualifying for GS-5.

- **For GS-06:** Successful completion of at least one-half an academic year of graduate education in a field that is directly related to the position, i.e., legal studies.

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