



# Careers with Social Security

Make a difference in people's lives and your own!

## Social Security Is a **GREAT** Place to Work!

### Some Benefits:

2021

Competitive Salaries

GS-5 = \$35,487

GS-6 = \$39,588

GS-7 = \$43,958

GS-8 = \$48,682

Locality Pay & Cost of  
Living Increases

Promotions & Career  
Development

Retirement Plan

Savings Plans with  
Government Matching

Health Coverage –  
including Dental and Vision

Life Insurance

Paid Vacations/ Holidays

Flexible Spending  
Accounts

Long-Term Care Insurance

Fitness & Childcare  
Centers – Some Locations

Flexible Work Schedules  
– Some Locations

### ***The Mission of the Social Security Administration***

To advance the economic security of the nation's people through compassionate and vigilant leadership in shaping and managing America's social security programs.

### ***What We Offer...***

- Challenging, rewarding and stimulating work.
- Extensive, continuous training and mentoring programs at all levels, in all positions.
- Growth potential with opportunities for new and advanced skills.
- Competitive salaries, outstanding benefits and job security.
- A progressive environment that values diversity and innovation.

### ***Who We Are Looking For...***

#### ***People with Exceptional Customer-Friendly Skills Who***

- Understand the unique and critical role of Social Security in our society.
- Value our customers and our employees.
- Identify and address problems to continuously improve the quality of our public service.
- Communicate effectively with others 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 work place.

### ***Customer Service Positions Include...***

#### **Claims Specialists and Customer 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.

#### **Customer Service Representatives – Work in telephone centers providing service by phone**

- Help customers understand application processes.
- Assist with securing necessary evidence.
- Serve others while being flexible, tactful, sensitive and compassionate.
- Resolve benefit, eligibility, Medicare and payment problems.

### ***How to Apply...***

- Go to [www.USAJOBS.opm.gov](http://www.USAJOBS.opm.gov)
- 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.
- For more information, go to [www.socialsecurity.gov/careers](http://www.socialsecurity.gov/careers)

### ***Did You Know in 2007 SSA ranked...***

- #1 as the best agency to work for in the annual survey of federal IT employees.\*
- In the top 10 of Best Places to Work in the Federal Government.\*

\*Source: Federal Computer Week

Dallas Region –  
Arkansas, Louisiana,  
New Mexico,  
Oklahoma and  
Texas

