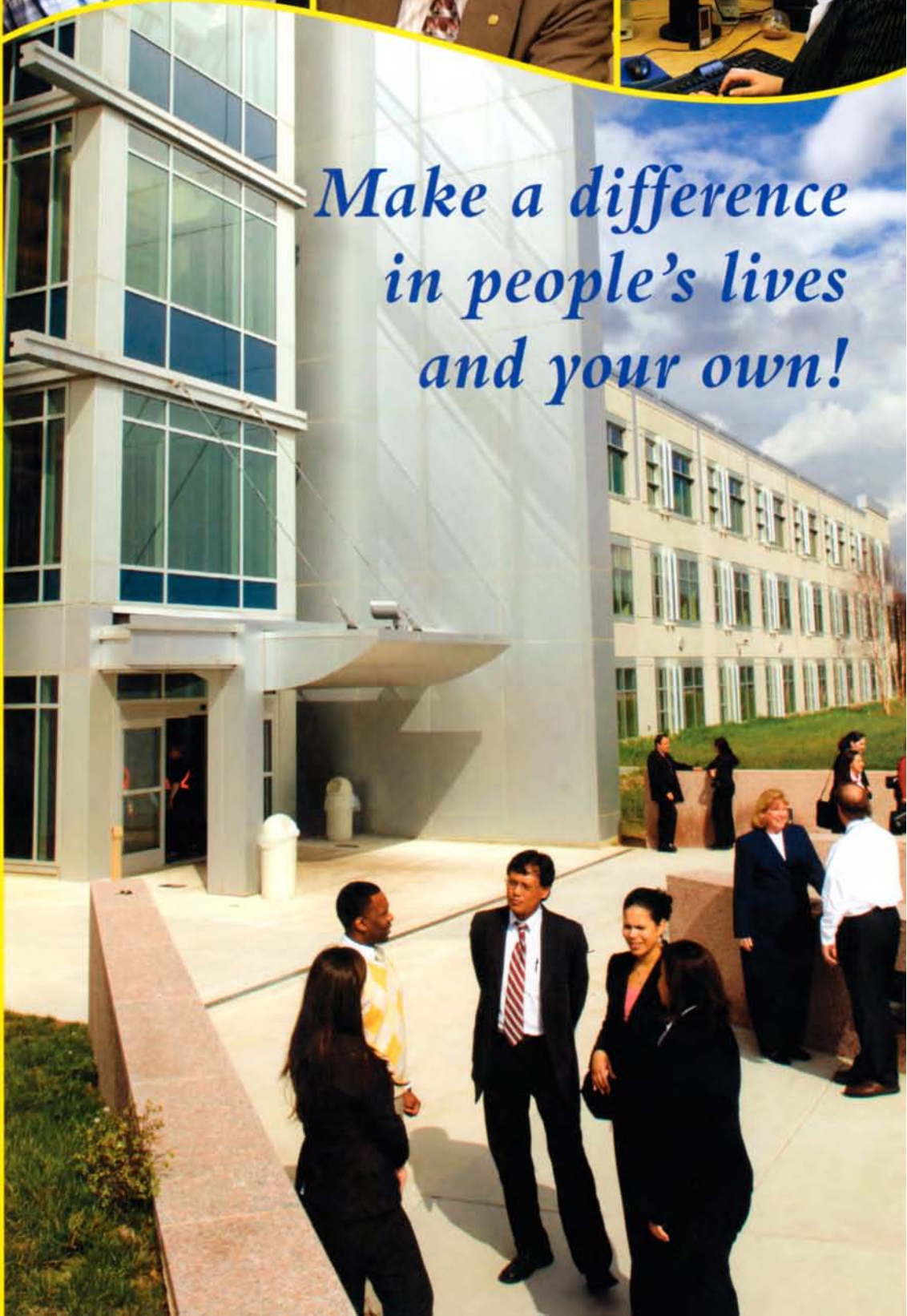


www.socialsecurity.gov



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



SOCIAL SECURITY ADMINISTRATION
RALEIGH, NORTH CAROLINA

4701



Social Security—Who are we?

Congratulations!

You have taken the first step to explore career opportunities with the Social Security Administration. We are one of the largest independent agencies of the Federal Government, employing approximately 68,000 employees nationwide.

Our mission is *to deliver Social Security services that meet the changing needs of the public*. We help approximately 50 million people a month, making us the world's largest social insurance program.

Our Programs – What do we do?

We direct and manage three different programs:

- the Retirement and Survivors Insurance program, which pays benefits to insured workers and their dependents and survivors;
- the Disability Insurance program, which pays benefits to workers who are disabled or blind, and their dependents; and,
- the Supplemental Security Income program, which provides benefits to people with limited income and resources who are 65 or older, or who are blind, or disabled.

Social Security also works closely with the Centers for Medicare and Medicaid Services to provide assistance with the cost of health care premiums to members of the public who are age 65 or older and individuals with disabilities.

Why work for us?

Social Security is searching for talented individuals eager to help others and reach their own potential. You can be a vital part of our team and help millions of retired and disabled workers, their dependents, and survivors. You will help individuals from all walks of life gain financial security when they need it most.

Come join our team and help *make a difference in people's lives and your own!*



Your Road to Success Begins Here

The road to career success at Social Security begins with finding a career path that fits your unique talents and interests. As you see below, we have a variety of career opportunities in fields that you may not have expected. There are some very technical positions and some requiring professional experience and/or educational requirements. Our career paths offer something for everyone. You owe it to yourself to take the time to review the many paths to success at Social Security. The challenges of our work may just be what you are looking for!

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Career Paths

Public Contact Positions

The majority of positions at Social Security involve working directly with the public and are located throughout the country. If you have great people skills you will find this career path both rewarding and challenging. In fact, many of our executives and managers began their careers as public contact representatives. Your experience could open doors to technical, analytical, and supervisory positions. Take a look at the following public contact representative positions to find one that suits your interests:

- **Teleservice Representatives** assist the public when they call our 800 number to obtain information, schedule appointments, or for help resolving issues with benefits.
- **Service Representatives** assist the public face-to-face. They make determinations that affect a claimant's ongoing eligibility for Social Security benefits and analyze claimant benefit payment histories.
- **Claims Representatives** interview applicants for benefits, determine a claimant's initial eligibility for Social Security benefits, and analyze any evidence that will help make that determination.





One of our goals at Social Security is to meet the needs of our diverse and ever-changing public. If you are bilingual or know sign language, we invite you to use your skills on our team.

Some positions involve processing Social Security claims and analyzing technical issues that arise *after* benefits are paid. Although most of these positions are located in Maryland, they can also be found in Alabama, California, Illinois, Missouri, New York, Pennsylvania, and foreign service posts around the world. If working with the public in an indirect setting is more your interest, consider these opportunities:

- **Benefit Authorizers** prepare, verify, and maintain our benefit records. In addition, they use substantive analysis to make benefit determinations and problem solving techniques to apply Social Security policies and regulations.
- **Claims Authorizers** approve or reconsider claims for Social Security benefits by determining a claimant's eligibility. They independently research policies, procedures, laws, and regulations to support their decisions.
- **Disability Examiners** comprehensively review disability-related aspects of Social Security claims. In addition, our Disability Examiners identify trends and issues that may have an impact on the disability program.

If you have skills in independent analysis and problem solving using policies, procedures, laws, and regulations, these positions may be a good fit for you.

For more information about our public contact positions, visit our website at www.socialsecurity.gov/careers/publiccontact.htm.



Acquisition and Grant Positions

A career with the **Office of Acquisitions and Grants** includes planning, negotiating, and administering contracts to acquire goods and services in support of our mission. If you are looking for a position that requires responsibility for planning and negotiating, then take a look at the brief description of some of the positions we have to offer:

- **Contract Specialists** review incoming procurement requests, respond to proposals and bids, and make recommendations as to which proposals to consider.
- **Procurement Analysts** advise our agency's acquisition staff on matters pertaining to contracting policies and procedures.
- **Grants Management Specialists** receive and review grant applications to make sure they comply with existing policies.

This field has great career opportunities that are in high demand and offers many opportunities for advancement. To enhance your progress and career advancement, structured technical training is provided.

Facilities Management Positions

As an agency we occupy over 29 million square feet of space nationwide. In order to manage all that space we depend on the **Office of Facilities Management**. Personnel from this office oversee national policies related to the creation of efficiently designed facilities and maintain a safe work environment for our employees and visitors. The following positions are primarily located at our agency headquarters in Baltimore, Maryland:

- **Industrial Hygienists and Safety and Occupational Health Specialists** identify and resolve environmental and safety hazards. They ensure that our facilities are safe for occupancy.
- **Physical Security Specialists** are responsible for agency preparedness to carry out essential functions in the event of a national emergency.
- **Architects** focus on methods, techniques and applications to design, construct, and improve buildings.

We also employ **Mechanical, Industrial, and Electrical Engineers** with comprehensive knowledge of advanced engineering, scientific, and mathematical principles.







Financial Positions

The budget and financial management workforce administers comprehensive budget policy. Our financial responsibilities range from cost analysis and debt management to domestic and international direct deposit of monthly payments to the public. We have a great variety of positions to offer:

- **Financial Management Analysts** are responsible for our administrative payment and travel operations. They prepare agency financial reports, including annual financial statements, financial policies, and procedures.
- **Accountants** perform accounting and systems analysis, and record financial transactions related to the agency assets, liabilities and expenditures. Our accountants assist in the control of agency funds and monitor transactions entered in the financial accounting systems.
- **Budget Analysts** develop and analyze cost estimates for our administrative and program budgets, provide justifications for program enactment, and manage the financial resources that Congress appropriates to the agency.
- **IT Specialists** provide systems analysis and support for the design, development and implementation of our financial management systems. IT Specialists also integrate the systems with related administrative processes, including applications to support core accounting, travel management, payroll, and cost analysis functions.



Legal Positions

Discover why the Office of the General Counsel and the Office of Disability Adjudication and Review are employers of choice within the legal profession. We offer a variety of legal positions that are challenging and rewarding. Legal positions are located at our headquarters in Baltimore, Maryland, a second headquarters office in Falls Church, Virginia, and at the ten regional operations offices across the country. You will have an opportunity to serve the public *and make a difference!*

Attorney Qualifications

All attorney positions require that an employee is a member of the Bar within the United States or U.S. territories and be in good standing. No additional tests are required for these positions. Attorneys may be hired at entry-level or higher depending upon prior experience.

The **Office of the General Counsel** (OGC) promotes, advocates, and protects all legal interests of the Social Security Administration. As an attorney with us, your work will be broad, varied, and challenging.

General Attorneys represent Social Security before administrative agencies and provide legal advice on matters ranging from family and trust law to employment law and labor relations. They also deal with torts, ethics, bankruptcy, civil rights matters, federal procurement law, and Freedom of Information Act and Privacy Act issues.

Training and mentoring are strong components of our workforce planning and provide extensive guidance for new employees handling initial assignments. We are committed to providing ongoing learning and development opportunities for our workforce.

For more information about OGC attorney positions in the region near you, e-mail your inquiries and questions to OGC.EOS.Recruitment@ssa.gov.

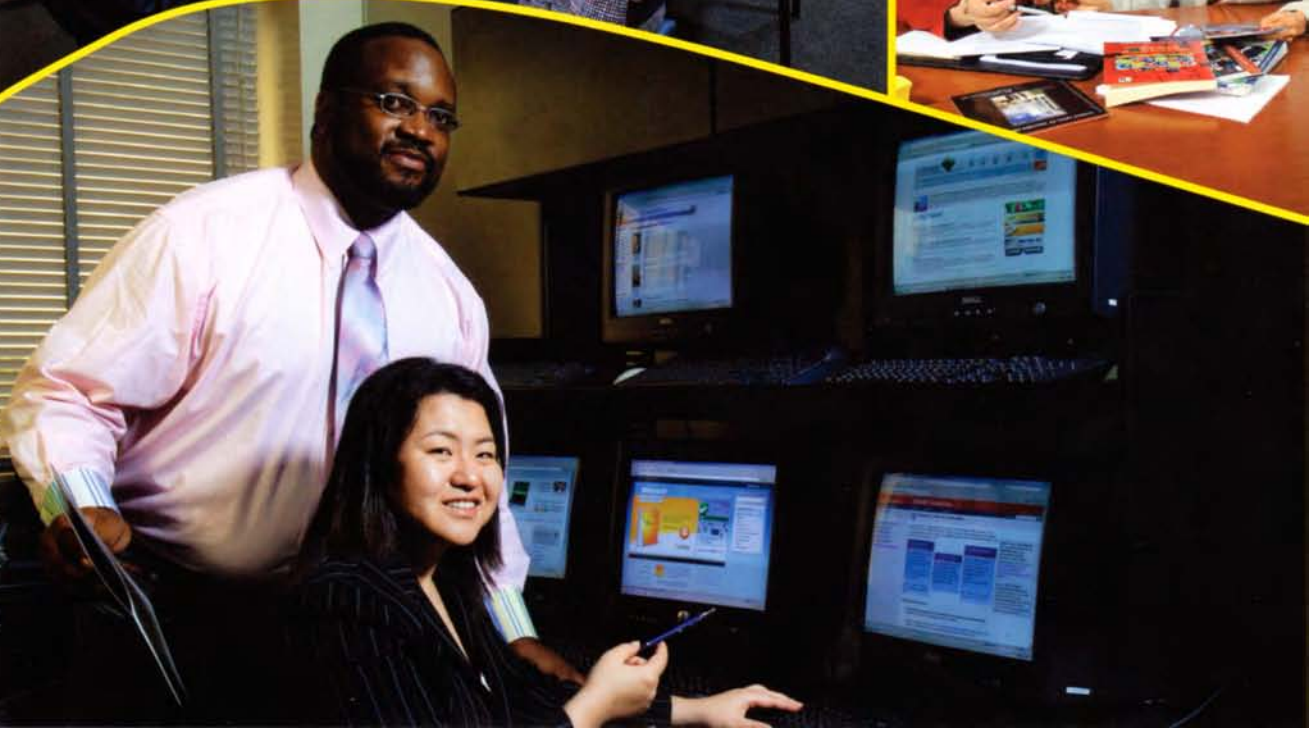


The **Office of Disability Adjudication and Review (ODAR)** administers the hearings and appeals programs for our agency. We offer a full range of challenging positions to suit your interests and experience in the legal field, from entry-level to those requiring years of experience in the profession.

Administrative Law Judges (ALJs) conduct impartial de novo hearings and issue decisions to claimants who appeal the denial of their benefits. We fill these positions in over 140 Hearing Offices across the country. Generally applicants must have seven years of appropriate legal experience and must apply to the Office of Personnel Management (OPM) to be considered.

Note: For information on when ALJ applications can be submitted to OPM, visit www.usajobs.opm.gov. For complete information on qualifications for ALJ opportunities, visit www.opm.gov/qualifications/alj/alj.asp.

- **Field Attorneys** work in Hearing Offices across the country and provide professional legal assistance to Administrative Law Judges. Field Attorneys assist in pre-hearing legal preparation, research, decision preparation, and post-hearing actions. Employees may progress to higher levels, including supervisory opportunities.
- **Staff Attorneys** work in numerous Falls Church, Virginia offices in a variety of roles in areas such as Labor Relations, Contract Law, and Administration, and may review cases relative to their component's function. Staff Attorneys may develop administrative law procedures, policy, and guidelines concerning hearings, appeals and civil action processes.
- **Attorney-Examiners (Administrative Appeals Judges/AAJs)** are also located in Falls Church and work for the Appeals Council to review the Administrative Law Judge decisions and dismissals. They may also work with the Office of General Counsel on decisions appealed to the courts and recommend whether appeals should be taken to higher courts on judicial reversals of the Commissioner's decision. To qualify for an Administrative Appeals Judge position, applicants are required to have seven years of legal experience.
- **Attorney Advisors** also work in Falls Church and perform a variety of activities related to hearings and appeals processes. They support and assist Administrative Appeals Judges on the Appeals Council. They also adjudicate denials of requests for review by the Appeals Council and may provide advice and assistance to the Chief Administrative Law Judge.



- **Legal Assistants** provide legal and technical support to Administrative Law Judges and other technical and professional positions in the processing of entitlement cases at the administrative appeals levels. Legal Assistants also review and analyze a wide variety of medical and legal documentation. These positions become progressively responsible for developing and processing requests for hearing cases from receipt to completion, and independently perform a wide range of case development actions.
- **Paralegal Specialists/Paralegal Analysts** serve as authoritative specialists and program experts in the adjudication of Social Security disability and non-disability cases in a Hearing Office. They analyze, research, and develop cases, formulate comprehensive decisions, and act on requests for hearings. Paralegals provide technical advice and assistance to the Administrative Law Judges in the review and analysis of cases prior to and after hearings, in the preparation of decisions, and other post-hearing actions.
- **Paralegal Specialists (Decision Writers)** primarily write the decisions for Social Security disability and non-disability cases. They analyze, research, and develop cases on requests for hearing. Paralegals assure that all decisions are consistent with adjudication policies in Social Security law, regulations, and rulings.

For more information about our many legal positions, visit our website at www.socialsecurity.gov/careers/legalcareers.htm. For more information about ODAR attorney positions in the region near you, e-mail your inquiries and questions to DCDAR.Recruitment@ssa.gov.





Information Technology Positions

Information Technology (IT) is currently one of the most dynamic and fastest growing fields. IT Specialists at Social Security apply cutting-edge technologies to meet the challenges of constantly changing agency programs.

Our National Computer Center in Baltimore is one of the largest computer installations in the world. We recently opened the Durham Support Center, a fully functional co-processing data center, in Durham, North Carolina. Together, these two data centers operate in concert and form one of the government's largest civilian computer complexes.

While most of our IT Specialist positions are located at the headquarters offices in Baltimore, there are IT positions in offices around the country. Over 1,300 offices nationwide depend on our staff to help process millions of claims. Our nationwide computer network connects over 115,000 workstations.

We train new IT employees to perform functions in a variety of computer fields. IT Specialists receive on-the-job and classroom training in areas such as:

- Design, development, and implementation of network systems software and hardware;
- Security policy and procedure development;
- Design, development, and implementation of database software;



- Web Development, design, structure, functionality, security and integrity;
- Planning, requirements analysis, and validation testing of new programmatic and management information systems; and,
- Analysis and refinement of systems requirements, design, validation, and implementation of programmatic software.

Our IT opportunities are highly competitive with private industry. Social Security offers competitive compensation packages that recognize skills gained through work experience and academic accomplishments.

IT employees are always paid a special salary rate when the rate exceeds the General Schedule and Locality Pay for the locality of the position. Find the special salary rates on: <http://apps.opm.gov/SSR/tables/index.cfm>. You may compare the special salary rate to the General Schedule and Locality Pay tables at: <http://www.opm.gov/> and select the link for *Salaries and Wages*.



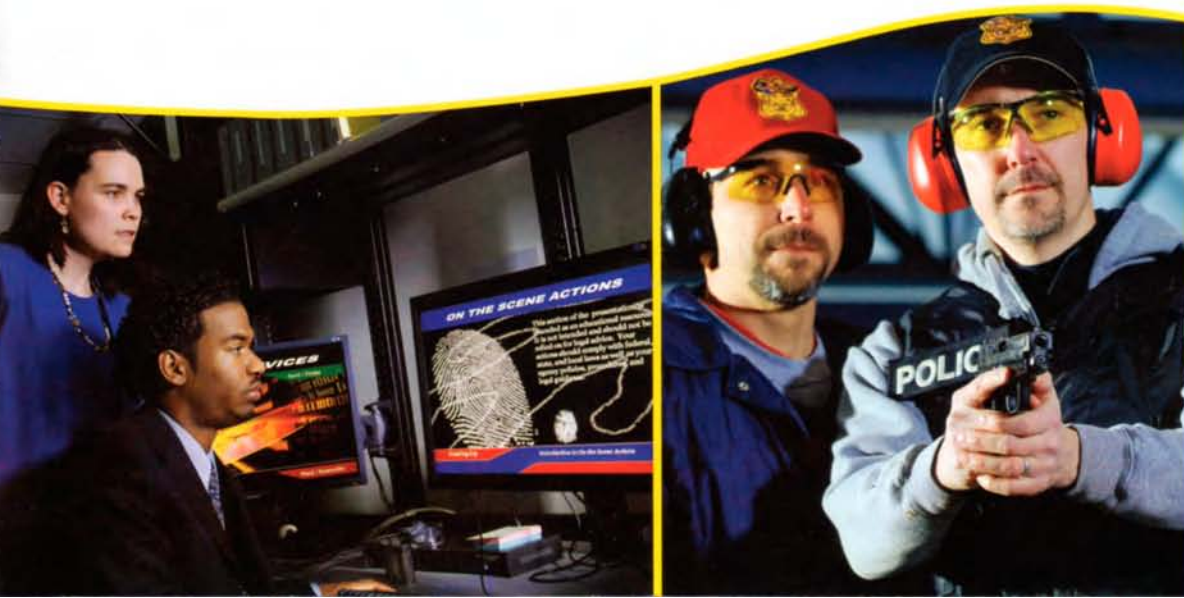


Law Enforcement Positions

The **Office of the Inspector General** is responsible for promoting economy, efficiency, and effectiveness as we conduct our daily operations. We work to detect and prevent fraud, waste, abuse, and mismanagement. To accomplish this mission, we direct, conduct, and supervise a comprehensive program of audits, evaluation, and investigations. If law enforcement is your ideal career path, you may have interest in the following opportunity:

Criminal Investigators (Federal law enforcement agents) are located across the continental United States and Puerto Rico. They plan and conduct surveillance, search crime scenes for evidence, and interview suspects, witnesses, and informants in case development. They also provide testimony before grand juries, courts, or administrative hearings.

For more information about our law enforcement positions, visit our website at www.socialsecurity.gov/careers/law1.htm.



Human Resources Positions

The Human Resources field is one of the fastest growing and most cutting-edge career tracks. We handle virtually all aspects of agency employment issues such as recruitment, pay, benefits, training, employee programs, labor relations, and workforce planning. To manage all of these responsibilities we offer a great variety of career paths:

- **Management Analysts** perform a variety of coordinative, analytical, consultative, and advisory services. They gather data to prepare reports and recommendations for agency executives.
- **Human Resource Specialists** process all types of personnel actions after determining compliance with rules, policies, and regulations. Human Resource Specialists perform a wide range of functions that have a huge impact on our organization and our employees. Your work can vary from researching employee benefits to designing the website that explains them.
- **Employee and Labor Relations Specialists** deal with complex issues regarding the work environment. They involve employees, labor unions, and our managers to build a comfortable and productive atmosphere at work.
- **Equal Opportunity Specialists** coordinate our activities for the employment and advancement of minorities, women, and persons with disabilities. We also formulate national policies and guidelines on equal employment opportunity issues.

In Human Resources we are constantly developing strategies to attract, train, and maintain the highest quality workforce possible. We create exciting ways to promote the agency and hire well-qualified individuals. We help all Social Security employees balance their work and personal lives, as well as provide a learning environment for future advancement. What we do in Human Resources affects every employee nationwide.





Special Programs

Student Programs

At Social Security we encourage students to gain valuable work experience before they graduate. We have a variety of programs to help you gain on-the-job training and develop insights into your future career goals while you are enrolled in school:

- The **Student Temporary Employment Program** provides opportunities for students to gain temporary work experience or complete paid internships. Part-time and summer employment opportunities are available to students at the high school and college level. Students may perform administrative support duties or gain exposure to a field of work related to their major.





- The **Student Career Experience Program** prepares you for placement in professional, administrative, managerial, and technical positions while you obtain your degree. Selected students gain valuable work experience directly related to their academic field of study.
- The **Volunteer Internship Program (VIP)** provides non-paid internships which allow students to gain meaningful work exposure and experience related to their academic majors. Check to see if a VIP assignment opportunity may count for academic credit at your school!
- The **Presidential Management Fellows Program (PMF)** is designed to attract outstanding graduate students to federal service. This program attracts applicants from a wide variety of academic disciplines. Applicants apply and are selected for the program directly through the Office of Personnel Management (OPM). OPM advertises the program on the www.USAJOBS.gov website each fall to promote government-wide hiring opportunities for the following spring.

For more information on student opportunities, please visit www.socialsecurity.gov/careers/students&grads.htm.



People with Disabilities

Social Security hires *ability*. We recruit qualified applicants in all of our career fields. Interested applicants may seek positions through our traditional competitive hiring process that includes postings on www.USAJOBS.gov or through one of the following special program areas for people with disabilities:

- The Selective Placement Program
- Disabled Veterans Programs
- Student Programs

Our **Selective Placement Program** helps qualified individuals with disabilities find potential non-competitive employment opportunities consistent with their abilities. We also provide reasonable accommodations to help people with disabilities successfully perform the duties of the position for which they are hired.

How to Apply

For more information about our careers, and the hiring process for people with disabilities, visit our website at www.socialsecurity.gov/careers/disabilities.htm. Nationwide contact information is also available at this site so you can direct your resume to the nearest location.

Applications should include your proof of disability and certification of job readiness.

Veterans

Working at Social Security after serving in the armed forces enables veterans to continue in service to their country. Many of the skills you gained in the military are transferable to other government positions. We consider veterans for employment through both competitive hiring procedures and special hiring authorities. For more information on levels of opportunities and preferences allowed for veterans within the Federal Government, please visit <http://www.usajobs.opm.gov/ei4.asp> and <http://www.usajobs.gov/veteranscenter/>.

How to Apply

When applying for a specific position, veterans should submit a resume and a certificate of release from active duty (DD-214) or other proof of eligibility. Candidates with disabilities of 30 percent or more should submit a copy of an official statement dated 1991 or later from the Department of Veterans Affairs or Department of Defense. You can find helpful information about Social Security's opportunities on our website at <http://www.ssa.gov/careers/vets.htm>.

For more information on specific veterans opportunities, please contact the regional personnel office in your area using this website: www.socialsecurity.gov/careers/nearestyou.htm.



Benefits & Pay

Employee Benefits and Programs

Working for us has many advantages. Not only is Social Security a great place to build a career, but our employees also enjoy exceptional benefits!

Vacation

- 13 days each year for the first 3 years of service
- 20 days each year after 3 years of service
- 26 days each year after 15 years of service

Sick Leave

- 13 days each year

Federal Holidays

- 10 days each year

Alternative *Green* Work Schedules - if approved, you can:

- Avoid rush hour: vary the time you begin and end your workday
- Earn time off: get credit hours for the extra time you work
- Lessen your commute: work from home some days
- Shorten your work week: work 40 hours in 4 days instead of 5

Career Advancement

- We offer a variety of training, mentoring, and developmental programs

Progressive Learning Opportunities

- High-tech training online
- Training videos on demand from work and home
- Training classes to meet your needs

Cash Awards and Recognition

- For work performance, significant contributions, and suggestions

Comprehensive Health Benefits

- Select from a variety of insurance providers
- The Government pays a portion of cost

Retirement and Pension Benefits

- Federal pension
- Social Security benefits
- Thrift Savings Plan (similar to 401K) with 5% Government match

Life Insurance for You and Your Family

- The Government pays a portion of the cost

Flexible Spending Accounts

- Set aside pre-tax dollars to cover health and dependent care expenses



Competitive Salaries

Career opportunities are vast in an organization as large as ours. Our salaries are highly competitive and are offered at levels to fairly reward the skill sets, educational achievements, and valuable experiences you bring into the agency.

Most of the jobs at Social Security are paid on the General Schedule (GS) pay system. The GS system describes the scale used for the majority of white collar positions in civil service for the Federal Government. The scale is comprised of 15 grade levels numbered 1 through 15, with 15 being the highest level. Within each grade level there are 10 steps numbered 1 through 10, with 10 being the highest step. The duties and responsibilities of any job determine the GS grade level. Employees with satisfactory job performance will receive periodic salary increases until they reach the highest step of their present grade level.

Social Security has many entry-level positions that are termed *career ladder*. This means that there are salary increases built in that go from the initial trainee level to the journeyman level if you grow and progress in your job over several years. For example, Legal Assistant positions are career ladders filled at grades GS-4, 5, and 6, and are also filled at grades GS-7, 8, and 9 depending on coursework and/or experience.

To view the most recent pay scales, visit www.opm.gov and select *Salaries and Wages*.

How to Join Our Team

We are glad that you are interested in working for Social Security!

To be considered for employment at Social Security, you must apply for a specific position posted on a vacancy announcement. To find opportunities that interest you, visit www.socialsecurity.gov/careers and click on Search and Apply for Careers.



This link connects you to our postings on the usajobs.gov website. Carefully follow the instructions in the vacancy announcement to ensure your best possible consideration. Through the site you may either submit a resume or the OF-612 *Optional Application for Federal Employment*. If you submit a resume, be sure to include all of the required information listed in the vacancy announcement you selected. Remember, to be considered for a specific position, your application documents must be submitted through the www.usajobs.gov website.

For more information about the Federal Application Process, visit www.usajobs.gov/ei25.asp.

You may also contact SSA personnel offices directly. For a list of local contacts, visit www.socialsecurity.gov/careers/nearestyou.htm.

Social Security is an equal opportunity employer. We consider all qualified candidates without regard to race, color, religion, gender, national origin, age, disability, sexual orientation, marital status, or political affiliation.



Careers at the
Social Security Administration
www.socialsecurity.gov/careers

Employee Benefits:

- Innovative Jobs
- 1,300 Locations Nationwide
- Career Advancement & Training
- Flexible Work Schedules
- Health Insurance
- Vacation/Sick Leave
- Flexible Work Schedules

SSA EMPLOYMENT POLICY

The Social Security Administration is an equal opportunity employer.

Qualified applicants will be considered without regard to race, color, religion, gender, national origin, age, disability, sexual orientation, marital status, political affiliation, or parental status.

*Our programs touch the lives of
people you know!*



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