

A rewarding career with the US Government

Salary Range: \$37,073 - \$59,704 per year
 (\$ 17.76 - \$ 28.61 per hour)

- Flexible work schedule
- Paid holidays
- Health and life insurance
- Vacation and sick leave benefits
- Retirement and Thrift Savings Plans
- Employee Counseling Service
- Awards and advancement opportunities



CONTACT REPRESENTATIVE (SERVICE REP) GS-962-5/6/7

Service Representatives (SRs) provide assistance to members of the public calling or visiting SSA's local field offices. These courteous, professional and knowledgeable members of our team provide essential services to our customers, helping them to resolve problems and understand important information concerning their personal earnings records, benefits, eligibility or general aspects of SSA programs.

The Basic SR Training Course lasts approximately 13 weeks and provides newly hired SRs with all of the information necessary to perform in the position.

Qualified applicants will be required to participate in a panel interview as part of the hiring process. These interviews provide an opportunity to demonstrate an aptitude for meeting and dealing with the public.

CUSTOMER SERVICE PROFESSIONALS!



The **Social Security Administration** in **Santa Rosa** is seeking individuals with outstanding customer service skills to fill **Contact Representative** positions. **Applicants must be US citizens. Spanish-speaking bilingual ability is a plus. Please specify if bi-lingual.**

Submit resumes to SSA, 2099 Range Ave. Santa Rosa CA 95401 or email to: Paul.Sampson@ssa.gov. Please submit resume by February 8, 2010. Applicants may visit www.usajobs.gov to create a resume for this job posting.