

Qualification Standards for Front-Line Positions

Claims Specialist, GS-0105

- GS-5
 - Three years of general experience equivalent to the next lower grade level in the federal service that demonstrates the ability to 1) review problems to identify significant factors, gather pertinent data, and recognize solutions; 2) plan and organize work; and 3) communicate effectively orally and in writing. An example of qualifying experience include reviewing, explaining, applying or interpreting rules, regulation or policies; **or**
 - 4-year course of study leading to a bachelor's degree.

- GS-7
 - 1 year of specialized experience at the GS-5 level (or equivalent) that demonstrates the ability to (1) assist individuals in establishing their entitlement to receive benefits (e.g., retirement, disability, public aid, insurance, taxes, etc.) ; (2) adjudicate, authorize or reconsider claims; (3) explain benefit (e.g., retirement, disability, public aid, insurance, taxes, etc.) entitlements or requirements to the general public; (4) evaluate benefit (e.g., retirement, disability, public aid, insurance, taxes, etc.) program operations to assess the integrity and quality; or (5) interpret benefit (e.g., retirement, disability, public aid, insurance, taxes, etc.) program requirements to formulate policies, procedures or guidelines; **or**
 - 4-year degree with [superior academic achievement](#) or 1 year graduate study

Benefit Authorizer, GS-0901

- GS-5
 - Three years of general experience equivalent to the next lower grade level in the federal service that demonstrates the ability to 1) review problems to identify significant factors, gather pertinent data, and recognize solutions; 2) plan and organize work; and 3) communicate effectively orally and in writing. An example of qualifying experience include reviewing, explaining, applying or interpreting rules, regulation or policies; **or**
 - 4-year course of study leading to a bachelor's degree.

- GS-7
 - 1 year of specialized experience at the GS-5 level (or equivalent) that demonstrates the ability to (1) assist individuals in establishing their entitlement to receive benefits (e.g., retirement, disability, public aid, insurance, taxes, etc.) ; (2) adjudicate, authorize or reconsider claims; (3) explain benefit (e.g., retirement, disability, public aid, insurance, taxes, etc.) entitlements or requirements to the general public; (4) evaluate benefit (e.g., retirement, disability, public aid, insurance, taxes, etc.) program operations to assess the integrity and quality; or (5) interpret benefit (e.g., retirement, disability, public aid, insurance, taxes, etc.) program requirements to formulate policies, procedures or guidelines; **or**
 - 4-year degree with [superior academic achievement](#) or 1 year graduate study

Customer Service Representative, GS-0962

Grade	Description
GS-4	<ul style="list-style-type: none"> • 52 weeks of full-time general experience performing progressively responsible clerical, office, or other work that indicates ability to acquire competencies needed to perform the duties of the position.; or • 2-year course of study above high school (e.g., 60 earned semester hours, 90 earned quarter hours, associates degree, etc.). • Equivalent combinations of education and experience equaling 100% is qualifying. <p>Please include examples of your experience within your resume for each position held.</p>
GS-5	<p>Applicants must have one year of specialized equivalent to the GS-4 level in the Federal Service. Examples of specialized experience include:</p> <ul style="list-style-type: none"> • Working with legal or medical records, documents or benefit/financial accounts which involve applying laws, rules or regulations and written established guidelines and procedures (e.g., basic accounting, accounts payable/receivable); or • Experience conducting face to face and/or telephone interviews to obtain/provide information to resolve problems (e.g., collection agency, telemarketing, customer service, sales, etc.); or • 4-year course of study above high school (e.g., 120 earned semester hours, 180 earned quarter hours, associates degree, etc.). or • Equivalent combinations of education and experience equaling 100% is qualifying. <p>Please include examples of your experience within your resume for each position held.</p>
GS-6	<p>Applicants must have one year of specialized experience equivalent to the GS-5 level in the Federal Service. Examples of specialized experience include:</p> <ul style="list-style-type: none"> • 1 year of specialized experience researching and analyzing rules, policies, procedures to respond to inquiries; and • Experience conducting face to face and/or telephone interviews to obtain/provide information to resolve problems (e.g., collection agency, telemarketing, customer service, sales, etc.). <p>Please include examples of your experience within your resume for each position held.</p>
GS-7	<p>Applicants must have one year of specialized experience equivalent to the GS-6 level in the Federal Service. Examples of specialized experience include:</p> <ul style="list-style-type: none"> • Researching, analyzing and applying Federal, State, or County laws, regulations, policies and procedures to evaluate program eligibility or claims; or • Explaining legal or medical provisions and resolving complex issues (e.g., obtaining benefits, payment interruptions, etc.) to large volumes of people from different socioeconomic backgrounds. <p>Please include examples of your experience within your resume for each position held.</p>