Job Title: (recruiting Veterans for) Service Representative

Company: Social Security Administration, Tullahoma

Web: www.socialsecurity.gov/careers/vet.html

Address: 717 Kings Lane

City: Tullahoma

State: TN

Zip: 37388

Contact Name: Andy Cowan

Contact Title: District Manager

Contact Phone: 866-635-0647

Phone Ext: 14500

Fax: 931-455-0349


Days: Mon-Fri

Hours: 8 1/2 hours daily (including ½ hour lunch period). Flex-arrival time 7am-9am

Job Description: SSA agency headquarters anticipates additional full time career hirers this year to local SSA offices in the near future. This position would be for the service representative in the Tullahoma office. We are attempting to establish an ongoing pool of local candidates that would be a good fit for the Tullahoma office. We are limited to one category of candidates to fill these potential Federal SSA positions: Veterans www.socialsecurity.gov/careers/vet.html. Veteran for VRA hiring authority is generally defined any of the following:

- Veteran served in a military operation for which an Armed Serviced Metal was awarded, or...
- Recently separated Veteran (within the last 3 years), or...
- Service connected 30% or more Disabled Veteran.

Service Representatives assist the public by answering a wide variety of questions, conducting interviews, investigating situations, and resolving issues. These employees make determinations that affect a claimant’s ongoing eligibility for Social Security benefits and analyze claimants' benefit...
payment histories. Please view this video of the Contact Representative (SR) position:
http://www.ssa.gov/sf/employment/SnC_Videos/MP4/SR.mp4
Additional information about the Social Security Program can be found at:
http://www.socialsecurity.gov/OP_Home/handbook/

Contact Method: andy.cowan@ssa.gov (e-mail primary), 866-635-0647 ext 14500 (Ph secondary)

Job Type: Full-time - All SSA new hires receive full three month classroom training, and then on the
job mentorship for 1-2 years after completing training, job security, vacation time, sick leave, 10
federal holidays, Cash awards, Pension benefits under the Federal Employees Retirement System,
thrift savings plan (similar to 401K) with Gov match of employee contributions, Time off and Leave
& Flexible Work Schedules http://www.socialsecurity.gov/careers/wlbal.html, Good pay & health
benefits http://www.socialsecurity.gov/careers/payben.html

End/Removal Date: March 31, 2015