

JOB APPLICATION

POSITION INFORMATION

ANNOUNCEMENT NUMBER

RB-ST-11268492-22-SH

OPEN PERIOD

10/19/2021 to 10/23/2021

POSITION TITLE

Contact Representative (Teleservice Rep)

BIOGRAPHIC INFORMATION

* Required

Name

First *

Belinda

Middle

Last (Family/Surname) *

McCauley

Suffix (Sr, Jr, III, etc.)

Mailing Address

Use Standard State Postal Code (abbreviations). If outside the United States of America, and you do not have a military address, print "OV" in State and fill in Country, leaving Postal Code blank.

Street Address * (House Number, Street, Apartment, Company, Suite, Unit)

14002 Fair Glade Lane

City *

Cypress

State / Territory / Province

T X

Postal Code *

77429

Country

United States

Phone * (at least one is required)

* Required

Day

Evening

Mobile

DSN

832-726-3243

Fax

Email Address * (e.g., my_email@domain.com)

belindamccauley@aol.com

Country of Citizenship *

United States

Eligibilities

* Required

1. Do you claim Veterans' Preference? *

- ☒ A. No, I do not claim Veterans' Preference
- ☐ B. 0-point Sole Survivorship Preference (SSP)
- ☐ C. 5-point preference based on active duty in the U.S. Armed Forces (TP)
- ☐ D. 10-point preference for non-compensable disability or Purple Heart (XP)
- ☐ E. 10-point preference based on a compensable service connected disability of at least 10% but less than 30% (CP)
- ☐ F. 10 point preference based on widow/widower or parent of a deceased veteran, or spouse or parent of a disabled veteran (XP)
- ☐ G. 10-point preference based on a compensable service connected disability of 30% or more (CPS)

2. Are you a current or former federal employee displaced from the agency hiring for this position? Select yes if you are located in the same local commuting area of the vacancy; your permanent grade is equivalent to or above the grade level of the vacancy; AND your last performance rating of record is at least fully successful or the equivalent. (Note: You must submit supporting documentation to validate your claim of CTAP eligibility such as a Reduction in Force (RIF) separation notice or a Proposed Removal/Separation notice and a copy of your latest Notification of Personnel Action, Standard Form 50. Please review the Required Documents section of the announcement for more information.) *

- ☐ A. Yes
- ☒ B. No

3. Are you the spouse of a member of the Armed Forces?-OR-Are you the spouse of a member of the Armed Forces who retired with a disability rating at the time of retirement of 100 percent or the spouse of a member of the Armed Forces who retired or separated from the Armed Forces and has a disability rating of 100 percent from the Department of Veterans Affairs?-OR-Are you the un-remarried widow or widower of a member of the Armed Forces killed while in active duty status?For more information, review USAJOBS Veterans resources.. *

- ☐ A. Yes
- ☒ B. No

4. Are you a current or former federal employee displaced from a position in a federal agency other than the agency hiring for this position? Select yes if you are located in the same local commuting area of the vacancy; your permanent grade is equivalent to or above the grade level of the vacancy; AND your last performance rating of record is at least fully successful or the equivalent. (Note: You must submit supporting documentation to validate your claim of ICTAP eligibility such as a Reduction in Force (RIF) separation notice or a Proposed Removal/Separation notice and a copy of your latest Notification of Personnel Action, Standard Form 50. Please review the Required Documents section of the announcement for more information.) *

- ☐ A. Yes
- ☒ B. No

5. Reasonable Accommodations for taking the online assessments are provided on a case-by-case basis only to qualified individuals with a disability covered by the Rehabilitation Act of 1973, as amended, and the Americans with Disabilities Act of 1990, as amended. Do you have a disability (physical or mental) that you believe will interfere with completing the online assessments and require a Reasonable Accommodation? *

- ☐ A. Yes
- ☒ B. No

Preferences

* Required

1. Select the lowest grade you are willing to accept for this position. *

- ☐ A. 5
- ☒ B. 6
- ☐ C. 7

Assessment 1

* Required

For the statement below, please select the response that best describes your experience and/or education. Select only one answer.

1. Your response to the question below will determine if you qualify for the position of Contact Representative, GS-5. If you meet more than one choice, select the response that describes the highest level of experience/education that you possess. You must fully meet the description in the response to select it. *

- ☒ A. I have at least 52 weeks of full-time specialized experience performing the following tasks: (1) applying laws, regulations, policies or procedures to provide assistance preparing forms or documents; (2) answering questions from members of the public or their representatives to obtain or provide information; (3) using a computer to reconcile discrepancies, respond to inquiries and draft a variety of other written products.
- ☐ B. I do not have experience but I have completed a full 4-year course or progressive study above high school at an accredited institution (e.g., 120 earned semester/180 earned quarter hours, Bachelor's degree, etc.). (YOU MUST UPLOAD A COPY OF YOUR OFFICIAL OR UNOFFICIAL COLLEGE TRANSCRIPTS OR OTHER PROOF OF EDUCATION PRIOR TO THE ANNOUNCEMENT CLOSING.)
- ☐ C. I have a combination of experience and education. Specialized experience as described above and education course work equivalent to a baccalaureate program beyond the second year (e.g., in excess of the first 60 semester or 90 quarter hours) is creditable toward meeting the minimum qualification requirements. One full academic year of study (e.g., 30 semester hours or 45 quarter hours) beyond the second year is equivalent to 6 months of experience. (Refer to the Substitution of Education in the vacancy announcement on how to combine education and experience). (YOU MUST UPLOAD A COPY OF YOUR OFFICIAL OR UNOFFICIAL COLLEGE TRANSCRIPTS OR OTHER PROOF OF EDUCATION PRIOR TO THE ANNOUNCEMENT CLOSING.)
- ☐ D. My experience and education is not reflected in any of the above statements.

For the statements below, please select the response that best describes your experience.

2. Your response to the question below will determine if you qualify for the position of Contact Representative, GS-6. You must fully meet the description in the response to select it. *

- ☒ A. I have at least 52 weeks of full-time specialized experience independently performing the following tasks: (1) researching and analyzing various regulatory sources in order to apply legal requirements; (2) explaining rights, benefits, privileges, or obligations under a body of law to large volumes of people from different socioeconomic backgrounds; (3) using a computer to reconcile discrepancies and enter data in databases; and (4) responding to technical inquiries concerning program requirements, supporting documentation, payment issues, etc.
- ☐ B. My experience is not reflected in any of the above statement.

3. Your response to the question below will determine if you qualify for the position of Contact Representative, GS-7. You must fully meet the description in the response to select it. *

- ☒ A. I have at least 52 weeks of full-time specialized experience independently performing the following tasks: (1) researching Federal, State, or County laws, regulations, policies and procedures to evaluate program eligibility or claims; (2) explaining legal provisions and resolving complex issues (e.g., obtaining benefits, payment interruptions, etc.) to a large volume of people from different socioeconomic backgrounds; (3) using a computer to reconcile discrepancies and enter data into databases; and (4) responding to technical inquiries concerning benefit entitlement, benefit payments, etc.
- ☐ B. My experience is not reflected in any of the above statement.

For the following tasks, please choose the statement from the list below that best describes your experience. Please select only one response for each item.

4. This position requires the ability to correctly interpret and apply federal laws, rules, regulations, executive orders, and policies. From the following responses, please select the statement that most accurately reflects your experience with benefit entitlement program laws and regulations:

- ☐ A. I have utilized standard operating procedures to explain legal provisions, regulations, and information to the public.
- ☒ B. I have experience applying and advising members of the public on federal regulations and policies related to public assistance, workers' compensation, unemployment insurance, private health, and life or pension/retirement programs.
- ☐ C. I have completed formal training on applying procedures or policies for insurance policies (i.e., automobile, fire, theft, etc.).
- ☐ D. None of the above.

5. This position requires the ability to interview members of the public to secure needed technical information in order to obtain and clarify relevant facts involving benefit entitlement problems.

- ☒ A. I have explained legal provisions, policies and regulations involving criteria for rights, benefits, or privileges in connection with a variety of programs (e.g., health care, insurance, pensions, taxation, naturalization, etc.) which requires assessing the individual's degree of understanding and adjusting the delivery of information accordingly.
- ☐ B. I have responded to specific procedural and technical inquiries from the public via the telephone and in-person using scripted language.
- ☐ C. I have completed formal training on how to obtain information using interviewing skills with tact and diplomacy.
- ☐ D. None of the above.

6. This position requires the ability to communicate with members of the public to elicit information in order to gain a clear understanding of the nature of their call and convey guidance or instructions.

- ☐ A. I have completed formal training on interviewing skills.

- ☒ B. I have experience using open-ended questions for understanding while using appropriate tone, tact and diplomacy to provide clear guidance.
- ☐ C. I have experience in responding to others answering direct questions.
- ☐ D. None of the above.

7. This position requires the ability to discuss technical and complex issues, clearly and accurately.

- ☒ A. I routinely discuss complex and technical issues articulately and concisely while adjusting my responses based on the understanding of the customer.
- ☐ B. I have experience discussing complex issues clearly.
- ☐ C. I have experience discussing routine and repetitive issues.
- ☐ D. None of the above.

8. This position requires the ability to use computers and varied computer systems to retrieve and interpret information pertaining to the client, including explanation of agency processes and/or policies. This also includes taking action via computer inputs while the client is on the telephone.

- ☒ A. I used computer systems to provide the full scope of assistance offered by my organization to clients, both internal and external. I performed this work independently most of the time whether in person, by telephone, or using a form of instant messaging.
- ☐ B. I have experience using computer systems to assist clients, internal or external, to my organization. I performed this work under supervision or I was permitted to take only certain actions to assist whether in person, by telephone, or using a form of instant messaging.
- ☐ C. I have received training in the use of computers and computer systems specifically as a method to provide customer service. This is separate from any instruction in basic computer use skills.
- ☐ D. None of the above.

9. This position requires the ability to research and locate information, and then determine next steps to resolve an issue with a beneficiary's entitlement or a customer's account.

- ☐ A. I have the experience in locating information with a good level of accuracy.
- ☒ B. I have experience in researching information by sifting through a large amount of documentation (e.g. regulations, policy or procedures); and reconciling conflicting information to achieve full comprehension for making accurate decision.
- ☐ C. I have completed formal training on how to research.
- ☐ D. None of the above.

10. This position requires the ability to make adjustments in responses to callers due to changing regulations and/or technical policy. In the following responses, please select the statement that most accurately reflects your experience with customer service in a changing environment.

- ☒ A. I have experience in a fast-paced environment where I was able to locate information quickly using my research skills and then relay it to a customer in an accurate and efficient manner.
- ☐ B. I have experience in a fast-paced environment and I have obtained formal training on where to locate information and how to relay the information to a customer.
- ☐ C. I have experience working in a fast-paced environment; and with assistance, I locate information using my research skills and relay it to my customer.
- ☐ D. None of the above.

11. This position requires ability to produce high quality work while managing multiple priorities.

- ☒ A. I make occasional mistakes and have been provided additional training to improve my performance.
- ☐ B. I continuously work error free while sharing quality improvement techniques with my co-workers and/or serving in a training capacity.
- ☐ C. I regularly work error-free and seek training on how to improve quality.
- ☐ D. None of the above.

12. This position requires the ability to manage time and be available to help customers.

- ☐ A. I have received formal training on time management practices.
- ☐ B. I do not allow interruptions to distract me so that I can conscientiously and effectively concentrate on assigned tasks.
- ☒ C. I employ time management practices to meet deadlines.
- ☐ D. None of the above.

Below are the supporting documents submitted with your online application. *(Please note that any documents submitted via an alternate application process are not included in this list)*

Type	Name	Status	Date Submitted
Resume	Belinda-McCauley	Processed	10/23/2021 3:31:12 PM
DD-214/ Statement of Service			Not Submitted
Disability Letter (VA)			Not Submitted
Other Documents			Not Submitted
Proof of Marriage Status			Not Submitted
Reasonable Accommodation Documentation			Not Submitted
Separation Notice (RIF)			Not Submitted
SF-15			Not Submitted
SF-50/ Notification of Personnel Action			Not Submitted
Transcript			Not Submitted