

Contact Representative/Collection Representative (English and Bilingual)

DEPARTMENT OF THE TREASURY

Internal Revenue Service

Accepting applications

Open & closing dates

🕒 06/28/2021 to 06/24/2022

Pay scale & grade

GS 5

Appointment type

Multiple Appointment Types

Service

Competitive

Salary

\$35,265 to \$55,925 per year

Work schedule

Full-time

Locations

5482 vacancies in the following locations:

Fresno, CA

Oakland, CA

Denver, CO

Jacksonville, FL

Chamblee, GA

West Des Moines, IA

Indianapolis, IN

Covington, KY

Andover, MA

Baltimore, MD

Detroit, MI

Kansas City, MO

Saint Louis, MO

Cheektowaga, NY

Holtsville, NY

Cleveland, OH

Portland, OR

Philadelphia, PA

Pittsburgh, PA

Guaynabo, PR

San Juan, PR

Franklin, TN

Memphis, TN

Austin, TX

Dallas, TX

Ogden, UT

Richmond, VA

Seattle, WA

Relocation expenses reimbursed

No

Telework eligible

Yes as determined by agency policy

This job is open to



Career transition (CTAP, ICTAP, RPL)

Federal employees who meet the definition of a "surplus" or "displaced" employee.



The public

U.S. citizens, nationals or those who owe allegiance to the U.S.

Clarification from the agency

Open to U.S. Citizens/Nationals

Announcement number

21-11156094K-SBWIX-962-5T8

Control number

605956800

Duties

Summary

Click on "Learn more about this agency" button below to view **Eligibilities** being considered and other **IMPORTANT** information.

WHERE CAN I FIND OUT MORE ABOUT OTHER IRS CAREERS? Visit us on the web at www.jobs.irs.gov (<https://www.jobs.irs.gov/>)

Responsibilities

WHAT IS THE WAGE & INVESTMENT (W&I) and SMALL BUSINESS/SELF EMPLOYED (SBSE) DIVISION?

A description of the business units can be found at: <https://www.jobs.irs.gov/about/who/business-divisions> (<https://www.jobs.irs.gov/about/who/business-divisions>)

The following are the duties of this position at the full working level. If you are selected at a lower grade level, you will have the opportunity to learn to perform these duties and will receive training to help you grow in this position.

- Uses sophisticated interviewing techniques, the employee reviews individual circumstances and goals, and advises on the most advantageous ways to meet them.
- Elicits sensitive, personal and financial information, e.g., innocent spouse determinations, bankruptcies, or draws out information the individual may attempt to withhold, e.g., additional sources of income, overpayments, to ensure compliance with reporting and disclosure requirements.
- Makes determinations and uses sound judgment concerning controversial matters in reporting as appropriate the degree to which the individual understood their responsibilities and whether errors in their records reflected honest mistakes or fraudulent intent.
- Develops, analyzes and evaluates information involving the research of records and the nature of each inquiry including the way it was presented in order to inform and advise, answer inquiries, or resolve problems related to the unique circumstances of each individual or fulfill regulatory requirements.
- Explains what future actions are necessary to achieve voluntary compliance by computing and/or advising on tax liability and probable assessment of taxes in cases involving: varied sources of income, including self-employment, itemized personal and business expense deductions, or carryover/carry back of capital losses and investment credit from prior years, or comparable issues requiring reference to the tax code and precedent.

Travel Required

Occasional travel - You may be expected to travel for this position.

Supervisory status

No

Promotion Potential

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Job family (Series)**[0962 Contact Representative](https://www.usajobs.gov/Search/Results?j=0962)**<https://www.usajobs.gov/Search/Results?j=0962>

Requirements

Conditions Of Employment

- We may select from this announcement or any other source to fill one or more vacancies. Additional jobs may be filled.
- The salary range indicated in this announcement reflects the minimum locality pay up to maximum locality pay for all duty locations listed. The range will be adjusted for selected duty location. General Schedule locality pay tables may be found under [Salaries & Wages](http://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/) (<http://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/>).
- Alternative work schedule, staggered work hours or telework **may** be available.
- This is a **Bargaining** unit position.
- Must be a U.S. Citizen or National.
- A 1-year probationary period is required.
- Have your salary sent to a financial institution of your choice by Direct Deposit/Electronic Funds Transfer.
- Undergo an income tax verification and review of prior performance/conduct.
- Must successfully complete a background investigation, including a FBI criminal history record check (fingerprint check).
- Complete a [Declaration for Federal Employment](https://www.opm.gov/forms/pdf_fill/of0306.pdf) (https://www.opm.gov/forms/pdf_fill/of0306.pdf) to determine your suitability for Federal employment, at the time requested by the agency.
- If you are a male applicant born after December 31, 1959, certify that you have registered with the [Selective Service System](https://www.sss.gov/) (<https://www.sss.gov/>) or are exempt from having to do so.
- Go through a Personal Identity Verification (PIV) process that requires two forms of identification from the [Form I-9](https://www.uscis.gov/sites/default/files/files/form/i-9.pdf) (<https://www.uscis.gov/sites/default/files/files/form/i-9.pdf>).
- Federal law requires verification of the identity and employment eligibility of all new hires in the U.S. These [documents](https://www.uscis.gov/i-9-central/acceptable-documents/list-documents/form-i-9-acceptable-documents) (<https://www.uscis.gov/i-9-central/acceptable-documents/list-documents/form-i-9-acceptable-documents>) must be **unexpired original** or certified copies.
- Provide proof of U.S. Citizenship. (Birth certificate showing birth in the U.S.; Unexpired U.S. Passport; Certificate of Citizenship or Naturalization; or Report of Birth Abroad of a U.S. Citizen (Form FS-240))
- The employment of any candidate, including a current employee or a new hire, selected for this position may be conditional upon classification and/or audit of federal tax returns. This audit may include up to 2 years of returns.

Qualifications

Federal experience is not required. The experience may have been gained in the public sector, private sector or [Volunteer Service](https://home.treasury.gov/about/careers-at-treasury/how-to-apply/resume-tips).

<https://home.treasury.gov/about/careers-at-treasury/how-to-apply/resume-tips>

One year of experience refers to full-time work; part-timework is considered on a prorated basis. To ensure full credit for your work experience, please indicate dates of employment by month/year, and indicate number of hours worked per week, on your resume.

You must meet the following requirements by the closing date of this announcement:

GS-05 Level:

SPECIALIZED EXPERIENCE: You must have one year of specialized experience at a level of difficulty and responsibility equivalent to the GS-04 grade level in the Federal service. Specialized experience for this position includes: experience that may have been gained in work with records, documents or financial accounts which involved applying established rules and procedures, or experience gained through work in positions that involved frequent contact with the public researching and responding to non-routine requests for information orally or in writing. The following are examples of specialized experience that may be qualifying and are not all inclusive:

- Applying laws, rules or regulations and written guidelines;

- Conducting face to face and/or telephone interviews (e.g., collection agency, telemarketing, customer service, sales) resolving problems and issues;
- Negotiating with others to resolve issues;
- Performing administrative and technical procedures using a computer to locate and review records and reconcile discrepancies;
- Working with records or financial accounts applying established rules and procedures (e.g., basic accounting, credits and debits, researching and/or adjusting accounts).

OR

EDUCATION: You may substitute education for specialized experience as follows: Completed at least 4 years of education above the high school level leading to a Bachelor's degree (120 semester hours, 180 quarter hours or 2880 formal classroom hours) or a Bachelors or higher degree.

OR

COMBINATION OF EXPERIENCE AND EDUCATION: You may qualify by a combination of experience and education. Options for qualifying based on a combination will be identified in the online questions.

AND

You must meet the following special requirements:

BILINGUAL POSITIONS ONLY: We are filling both English and bilingual vacancies. For the bilingual vacancies, applicants will be required to self-certify proficiency in **Spanish**. You must be able to speak the selected language in order to be considered proficient in that language. If you are selected for this bilingual position and fail to demonstrate proficiency, you may be terminated from employment.

For more information on qualifications please refer to [OPM's Qualifications Standards](https://www.opm.gov/policy-data-oversight/classification-qualifications/general-schedule-qualification-standards/)
(<https://www.opm.gov/policy-data-oversight/classification-qualifications/general-schedule-qualification-standards/>)

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Education**EDUCATION DOCUMENTATION**

For positions with an education requirement, or if you are qualifying for this position by substituting education or training for experience, submit a copy of your transcripts or equivalent. An official transcript will be required if you are selected.

A college or university degree generally must be from an accredited (or pre-accredited) college or university recognized by the U.S. Department of Education. For a list of schools which meet these criteria, please refer to [Department of Education Accreditation page](http://ope.ed.gov/accreditation/search.aspx)
(<http://ope.ed.gov/accreditation/search.aspx>)

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If you are qualifying based on foreign education, you must submit proof of creditability of education as evaluated by a credentialing agency. Refer to the [OPM instructions](http://www.opm.gov/qualifications/policy/ApplicationOfStds-04.asp#e4a).
(<http://www.opm.gov/qualifications/policy/ApplicationOfStds-04.asp#e4a>)

Additional information

There are limited full-time permanent positions and the majority will be filled on full-time seasonal work schedules.

Tour of Duty: Shifts vary by location. We will try to offer the shift of your preference, but you may be offered an alternate shift upon selection. The actual Tour of Duty will be defined at job offer.

- Day Shift - Start and stop times between 6:00 a.m. and 6:00 p.m.
- Mid Shift - Start and stop times between 10:00 a.m. and 8:30 p.m.
- Swing Shift - Start and stop times between 2:00 p.m. and 1:30 a.m.

Work Schedule: There is not a guarantee you will be selected for the work schedule you prefer. If selected on a seasonal work schedule, the season is either 4-6 months or 6-8 months determined upon selection.

If you are in a telework eligible position, you may be directed to temporarily telework on a full-time basis due to COVID 19. Employees must be within a 150-mile radius of their official assigned post-of-duty (POD) while in a telework status. Once normal operations resume, employees may be directed back to the office to perform the duties of their position. Telework eligibility does not guarantee telework; employees must meet and sustain IRS telework eligibility requirements and supervisor's approval to participate in the IRS Telework Program. As a reminder - If you are selected for a position, you are responsible for reporting to your designated POD (location) on the negotiated start date or as directed by management.

We are projecting approximately **5,482** vacancies may be filled during the life of this register. It is anticipated that there will be a significant interest in the announcement. As a result, the announcement will have a cut-off date of **07/19/2021** for initial applicant consideration. This announcement may be closed early if sufficient applicants apply to fill the anticipated vacancies. Eligible applicants in the highest category who apply by the initial cut-off date will be considered first. If additional vacancies exist, applicants who applied after the initial cut-date who place in the highest category will be considered next.

How You Will Be Evaluated

Your application includes your resume, responses to the online questions, and required supporting documents. Please be sure that your resume includes detailed information to support your qualifications for this position; failure to provide sufficient evidence in your resume may result in a "not qualified" determination.

Rating: You will be assessed on the following competencies (knowledge, skills, abilities, and other characteristics):

- Arithmetic/Mathematical Reasoning
- Attention to Detail
- Conscientiousness
- Emotional Intelligence
- Independence
- Interpersonal Skills
- Persistence
- Planning and Organizing
- Reading
- Self-Esteem
- Writing

Category rating will be used to rank and select eligible candidates. If qualified, you will be assigned to one of two quality level categories, CAT A/B, CAT C depending on your responses to the online questions, regarding your experience, education, and training related to this position. Your rating may be lowered if your responses to the online questions are not supported by the education and/or experience described in your application.

Veterans' preference is applied after applicants are assessed. Preference-eligibles will be listed at the top of their assigned quality group and considered before non-preference-eligibles in that quality group. Qualified preference-eligibles with a compensable service-connected disability of **10% or more** will be listed at the top of the highest quality group for this position. **For scientific and professional positions** Qualified preference-eligibles with a compensable service-connected disability of 10% or more will be listed at the top of the highest category for this position, except at the GS-09 and above.

Referral: If you are among the top qualified candidates, your application may be referred to a selecting official for consideration. Candidates, if required to participate in a selection interview (telephonic and/or in person at the discretion of the Selecting Official in accordance with hiring practices), will be interviewed in quality group order. We

will not reimburse costs related to the interview such as travel to and from the interview site.

If you are a displaced or surplus Federal employee (eligible for the [Career Transition Assistance Plan \(CTAP\)/Interagency Career Transition Assistance Plan \(ICTAP\)](https://home.treasury.gov/about/careers-at-treasury/how-to-apply/career-transition-assistance-plan-ctap-and-interagency) (<https://home.treasury.gov/about/careers-at-treasury/how-to-apply/career-transition-assistance-plan-ctap-and-interagency>), you must receive a rating of category CAT A/B to be rated as "well qualified" to receive special selection priority.

Background checks and security clearance

Security clearance

[Not Required](#)

<https://www.usajobs.gov/Help/faq/job-announcement/security-clearances/>

Drug test required

No

Position sensitivity and risk

[Non-sensitive \(NS\)/Low Risk](#)

<https://www.usajobs.gov/Help/faq/job-announcement/security-clearances/>

Trust determination process

[Suitability/Fitness](#)

<https://www.usajobs.gov/Help/faq/job-announcement/security-clearances/>

Required Documents

The following documents are required and must be provided with your application for this Public Notice:

1. **Resume** - For qualification determinations your resume (uploaded or created in USAJOBS) must contain hours worked per week and dates of employment (i.e., month/year to month/year or month/year to present). If your resume does not contain this information, your application may be marked as insufficient and you will not receive consideration for this position. If you are a current Federal employee or previous Federal employee, provide your pay plan, series and grade, i.e. GS-0301-09. Do **NOT** include photographs (or links to social media such as *LinkedIn*), inappropriate material, inappropriate content, nor personal information such as age, gender, religion, social security number, etc., on your resume. ([Cover letters](http://www.jobs.irs.gov/sites/default/files/wysiwyg-uploads/files/Cover%20Letter%20Tips.pdf) (<http://www.jobs.irs.gov/sites/default/files/wysiwyg-uploads/files/Cover%20Letter%20Tips.pdf>) are optional.) Please view [Resume Tips](http://www.jobs.irs.gov/sites/default/files/wysiwyg-uploads/files/Resume%20Tips(2).pdf). ([http://www.jobs.irs.gov/sites/default/files/wysiwyg-uploads/files/Resume%20Tips\(2\).pdf](http://www.jobs.irs.gov/sites/default/files/wysiwyg-uploads/files/Resume%20Tips(2).pdf))
2. **Online Application** - Questionnaire
3. **Proof of Enrollment or Education** - For positions with an education requirement, or if you are qualifying for this position by substituting education or training for experience, submit a copy of your transcripts or equivalent. An official transcript will be required if you are selected.
4. **Registration/License (IF APPLICABLE)** - active, current registration/license
5. **Veterans' Preference (IF APPLICABLE)** - If you are claiming veterans' preference, you must submit a copy of your DD-214 (Member 4 copy), or other official documentation from a branch of the Armed Forces or the Department of Veterans Affairs showing dates of service and type of discharge. Ten-point preference eligibles must also submit an [Application for 10-point Veteran Preference, SF-15](http://www.opm.gov/forms/pdf_fill/SF15.pdf) (http://www.opm.gov/forms/pdf_fill/SF15.pdf), along with the required documentation listed on the back of the SF-15 form. For more information on veterans' preference view [FedsHireVets](http://www.fedshirevets.gov/job/vetpref/index.aspx). (<http://www.fedshirevets.gov/job/vetpref/index.aspx>)
6. **Military Spouses** - You **MUST** submit verification of the marriage to the service member (i.e., a marriage license or other legal documentation verifying marriage) **AND** (1) a copy of your spouse's active military orders; **OR** (2) verification of your spouse's 100% service-connected disability (e.g., VA Letter and/or DD-214); **OR** (3) verification of the service member's death while on active duty (DD-1300/Death Certificate). You are not eligible if you were not married to the veteran at the time of death or have since remarried.

7. **Current and Former Federal Employees Documentation** - It is recommended that you submit a copy of your most recent SF-50 (Notification of Personnel Action) or equivalent personnel action form which shows your current grade and competitive service status.
8. **Career Transition Assistance Plan (CTAP) (IF APPLICABLE)** - IRS CTAP eligibles can apply for jobs within and outside the commuting area. Treasury CTAP eligibles can apply for jobs within the commuting area. Find required documentation at: [Career Transition Assistance Plan \(CTAP\)](https://home.treasury.gov/about/careers-at-treasury/how-to-apply/career-transition-assistance-plan-ctap-and-interagency).
(<https://home.treasury.gov/about/careers-at-treasury/how-to-apply/career-transition-assistance-plan-ctap-and-interagency>)
9. **Interagency Career Transition Assistance Plan (ICTAP) (IF APPLICABLE)** - If you are a displaced or surplus Federal employee, click [CTAP/ICTAP](https://home.treasury.gov/about/careers-at-treasury/how-to-apply/career-transition-assistance-plan-ctap-and-interagency)
(<https://home.treasury.gov/about/careers-at-treasury/how-to-apply/career-transition-assistance-plan-ctap-and-interagency>) for eligibility and a detailed list of required documents.

Please note that if you do not provide all required information, as specified in this announcement, you will not be considered for this position (or may not receive the special consideration for which you may be eligible).

If you are relying on your education to meet qualification requirements:

Education must be accredited by an accrediting institution recognized by the U.S. Department of Education in order for it to be credited towards qualifications. Therefore, provide only the attendance and/or degrees from [schools accredited by accrediting institutions recognized by the U.S. Department of Education](http://www.ed.gov/admins/finaid/accred/)
(<http://www.ed.gov/admins/finaid/accred/>)

Failure to provide all of the required information as stated in this vacancy announcement may result in an ineligible rating or may affect the overall rating.

Benefits

A career with the U.S. Government provides employees with a comprehensive benefits package. As a federal employee, you and your family will have access to a range of benefits that are designed to make your federal career very rewarding.

- [Benefits for federal employees](https://www.usa.gov/benefits-for-federal-employees#item-36407)
(<https://www.usa.gov/benefits-for-federal-employees#item-36407>)
- [Healthcare insurance](https://www.opm.gov/healthcare-insurance/)
(<https://www.opm.gov/healthcare-insurance/>)
- [Pay and leave](https://www.usajobs.gov/Help/working-in-government/pay-and-leave/)
(<https://www.usajobs.gov/Help/working-in-government/pay-and-leave/>)

<https://www.jobs.irs.gov/resources/benefits>

Eligibility for benefits depends on the type of position you hold and whether your position is full-time, part-time, or intermittent. Contact the hiring agency for more information on the specific benefits offered.

How to Apply

The following instructions outline our application process. You must complete this application process and submit any required documents by 11:59 p.m. Eastern Time (ET) on 06/24/2022 and/or cut-off dates in this announcement. We are available to assist you during business hours (normally 8:00 a.m. - 4:00 p.m. ET, Monday - Friday). If applying online poses a hardship, please contact us by noon ET on 06/24/2022.

To preview the Application Questionnaire, please click the following link:

<https://apply.usastaffing.gov/ViewQuestionnaire/11156094>
(<https://apply.usastaffing.gov/ViewQuestionnaire/11156094>)

- **To begin the application process**, click the "Apply Online" button.

- You will be re-directed to USA STAFFING to complete your application process; answer the online questions and submit all required documents. (To submit supporting documents, import documents from USAJOBS to the appropriate document types. If the document you need was not imported from USAJOBS, you may upload it directly into this application. To protect your privacy, we suggest you first remove your SSN).
- **To complete**, you must click the "Submit Application" button prior to 11:59 PM (ET) on 06/24/2022.

To update your application, including supporting documentation, at any time during the announcement open period, return to your USAJOBS account (<https://my.usajobs.gov/Account/Login> <file:///C:/Users/tnxsb/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/5096ADNT/my.usajobs.gov/Account/Login>)). There you will find a record of your application, the application status, and an option to Update Application. This option will no longer be available once the announcement has closed.

To verify the status of your application both during and after the announcement open period, log into your USAJOBS account: <https://my.usajobs.gov/Account/Login> (<https://my.usajobs.gov/Account/Login>)

. All of your applications will appear on the **Welcome** page. The application record in your USAJOBS account provides an **Additional Application Information** page that provides information regarding the documentation you submitted and any correspondence we have sent related to this application. The **Application Status** will appear along with the date your application was last updated. For information on what each **Application Status** means, visit:

<https://www.usajobs.gov/Help/how-to/application/status/>
(<https://www.usajobs.gov/Help/how-to/application/status/>)

Agency contact information

 IRS Kansas City

Email

KCJobs@irs.gov
(<mailto:KCJobs@irs.gov>)

Address

Internal Revenue Service - IRS
1111 Constitution Ave NW
Washington, DC 20224
US

[Learn more about this agency](#)
([#agency-modal-trigger](#))

WHY IS THE IRS A GREAT PLACE TO WORK? As an IRS employee, you will feel proud knowing you helped make America stronger while working at one of the world's biggest financial institutions. You will be part of an organization that collects over \$2 trillion in revenue and processes over 200 million tax returns annually. We are proud of how we apply the tax law with integrity and fairness to all. The IRS hires talented and dedicated individuals from many backgrounds, including accounting, business, finance, law enforcement and information technology. You will be challenged & supported on a daily basis. Whether you are just starting out or looking for a new opportunity, consider an IRS career.

The U.S. Department of the Treasury has a distinguished history dating back to the founding of our nation. As the steward of U.S. economic and financial systems, Treasury is a major and influential leader in today's global economy. We have over 100,000 employees across the country and around the world. Come Join the Department of the Treasury and Invest in Tomorrow.

Next steps

Treasury believes in a working environment that supports inclusion; please view our reasonable accommodation policies and procedures at <https://www.jobs.irs.gov/midcareer/reasonable-accommodation.html> (<https://www.jobs.irs.gov/midcareer/reasonable-accommodation.html>)

. We provide reasonable accommodation to applicants with disabilities on a case-by-case basis; contact us if you require this for any part of the application and hiring process.

Once your application package and online questionnaire is received you will receive an acknowledgement email. You are responsible for checking status updates and notifications in USAJOBS. Hard copy notifications will not be sent to you. You may check the status of your application for this position at any time by logging onto the USAJOBS "My Account" tab and clicking on "Application Status." For a more detailed update of your application status, you may click on "more information." Please notify us if your contact information changes after the closing date of the announcement. If your email mailbox is full or blocked (SPAM) you may not receive important communication that could affect your consideration for this position.

Fair & Transparent

The Federal hiring process is setup to be fair and transparent. Please read the following guidance.

Equal Employment Opportunity Policy

The United States Government does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy And gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor.

- [Equal Employment Opportunity \(EEO\) for federal employees & job applicants](https://www.eeoc.gov/federal/fed_employees/index.cfm)
(https://www.eeoc.gov/federal/fed_employees/index.cfm)

Reasonable Accommodation Policy

Federal agencies must provide reasonable accommodation to applicants with disabilities where appropriate. Applicants requiring reasonable accommodation for any part of the application process should follow the instructions in the job opportunity announcement. For any part of the remaining hiring process, applicants should contact the hiring agency directly. Determinations on requests for reasonable accommodation will be made on a case-by-case basis.

A reasonable accommodation is any change to a job, the work environment, or the way things are usually done that enables an individual with a disability to apply for a job, perform job duties or receive equal access to job benefits.

Under the Rehabilitation Act of 1973, federal agencies must provide reasonable accommodations when:

- An applicant with a disability needs an accommodation to have an equal opportunity to apply for a job.
- An employee with a disability needs an accommodation to perform the essential job duties or to gain access to the workplace.
- An employee with a disability needs an accommodation to receive equal access to benefits, such as details, training, and office-sponsored events.

You can request a reasonable accommodation at any time during the application or hiring process or while on the job. Requests are considered on a case-by-case basis.

Learn more about [disability employment and reasonable accommodations](https://www.opm.gov/policy-data-oversight/disability-employment/reasonable-accommodations/)
(<https://www.opm.gov/policy-data-oversight/disability-employment/reasonable-accommodations/>)
or [how to contact an agency](https://www.usajobs.gov/Help/how-to/application/agency/contact/).
(<https://www.usajobs.gov/Help/how-to/application/agency/contact/>)

Legal and regulatory guidance

[Financial suitability](https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/financial-suitability/)
(<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/financial-suitability/>)

[Social security number request](https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/social-security-number/)
(<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/social-security-number/>)

[Privacy Act](#)

[Signature & False statements](#)

<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/privacy-act/>

<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/signature-false-statements/>

Selective Service

<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/selective-service/>

New employee probationary period

<https://www.usajobs.gov/Help/working-in-government/fair-and-transparent/probationary-period/>