

SkillBridge Curriculum Summary
Public Information Specialist (GS-11/12)
U.S. Customs and Border Protection (CBP)



3/4/2022

Curriculum Description

A Public Information Specialist (**BILINGUAL-SPANISH**) will learn how to respond to inquiries from a variety of sources, including non-government agencies, who have dealings with CBP. Responsible for answering sensitive and complex inquiries, comments, and complaints that are received, In person, In the mall, over the telephone, on the website, or in written forms, which may involve issues pertaining to CBP programs and policies on issues such as trade, travel, tariffs, quotas, duties and duty exemptions.

This internship will lead to mastery in reporting incidences of incorrect information to information manager, and alerts managers to problems which are identified as a result of perceived trends in public comments and questions. Core principles of establishing and maintaining resource files according to subject matter to keep abreast of CBP activities, policies, procedures and program changes to ensure that complete and accurate information is provided to the public.

Responding to all requests for informational literature from individual travelers, travel organizations and business firms regarding CBP procedures and regulations. Responsible for keeping contact with counterparts in other federal agencies for the exchange of information.

[Curriculum Length: up to 24 weeks]

1. Points of Contact

Name:	Jeffrey R. Jack
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2. Courses and other activities

Activity: On-the-Job Training	Length: 180 days
Location: CBP facilities	
Prerequisites: None	
Description: The OJT will increase the participants understanding of CBP operations and provide relevant opportunities to support agency objectives. Participants will be provided opportunities to develop knowledge of program principles, concepts, regulations, practices, analytical methods and techniques to perform routine, multiple, and varying assignments in assigned program	

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areas. Established policies and procedures provide guidance for most assignments, but allow some discretion to select the most appropriate approach. Work and use of resources is reviewed frequently during assignments and at completion. Work supports the accomplishments of the organizational unit with occasional broader impact.

Tasks:

- Develop knowledge of program principles, concepts, regulations, practices, analytical methods and techniques.
- Perform routine, multiple, and varying assignments in assigned program areas.