

# Diverse Opportunities for All Abilities



U.S. Customs and  
Border Protection

# AGENDA

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& CORE  
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# CBP MISSION & OVERVIEW



## MISSION STATEMENT

To safeguard America's borders thereby protecting the public from dangerous people and materials while enhancing the Nation's global economic competitiveness by enabling legitimate trade and travel.

# HISTORY

In 2003, U.S. Customs and Border Protection, as a part of the Department of Homeland Security, became the nation's first comprehensive border security agency. CBP was founded to oversee our nation's border security, facilitate international trade and travel, and protect our nation.







## CORE VALUES

**Vigilance** is how we ensure the safety of all Americans. We are continuously watchful and alert to deter, detect, and prevent threats to our nation. We demonstrate courage and valor in the protection of our nation.

**Service to Country** is embodied in the work we do. We are dedicated to defending and upholding the Constitution of the United States. The American people have entrusted us to protect the homeland and defend liberty.

**Integrity** is our cornerstone. We are guided by the highest ethical and moral principles. Our actions bring honor to ourselves and our agency.

CBP's goal is to provide all employees with opportunities to realize their full potential and have successful careers in an inclusive work environment that embraces diversity.

We have a dedicated Privacy and Diversity Office to:

- Create a more diverse, inclusive, and engaged workforce where diversity is fostered and valued
- Increase cultural awareness, education, and appreciation of differences
- Conduct community outreach regarding career opportunities at CBP
- Support under-represented minority communities through outreach and recruitment efforts



# ORGANIZATION CHART

DEPARTMENT OF HOMELAND SECURITY

U.S. CUSTOMS AND  
BORDER PROTECTION



BORDER  
PATROL



OFFICE OF  
FIELD  
OPERATIONS



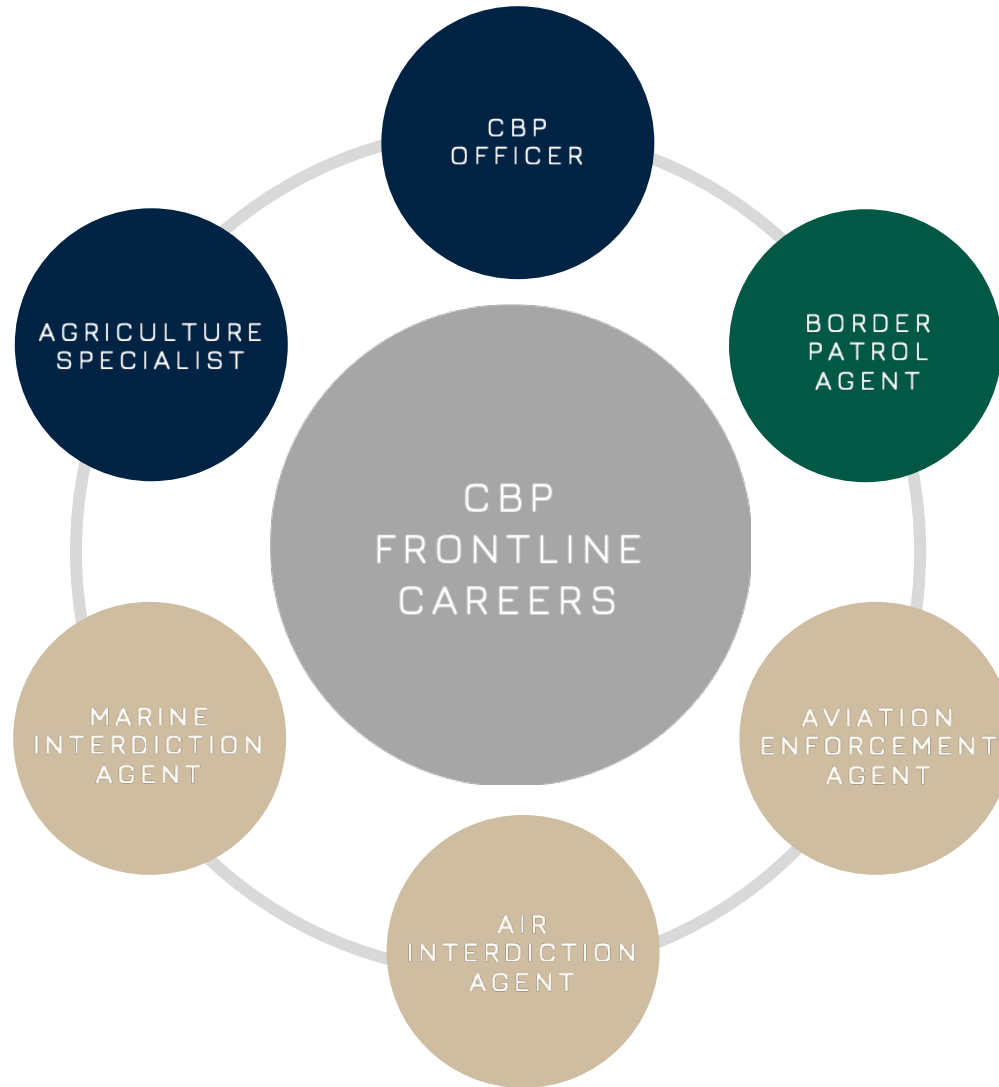
AIR AND  
MARINE  
OPERATIONS



MISSION  
OPERATIONS



# CBP FRONTLINE POSITIONS



OFO CAREERS



## **Purpose**

Enforces customs law, immigration law, trade law, criminal statutes, and agriculture policies at the Ports of Entry around the country.

## **Customs and Border Protection Officer (CBPO)**

More than 25,695 CBPOs operate in a fast-paced environment across 300+ Ports of Entry to ensure border security through counterterrorism, customs, immigration, trade, and agriculture.

## **Agriculture Specialists**

A team of 2,577 specialists responsible for inspecting agricultural goods (meat, fruits, vegetables, plants, sand, etc.) entering the U.S. for personal use and commercial shipments.

## **Non-Uniform**

Members of CBP whose roles include import specialists, entry specialists, CBP technicians, and more.

## **Locations**

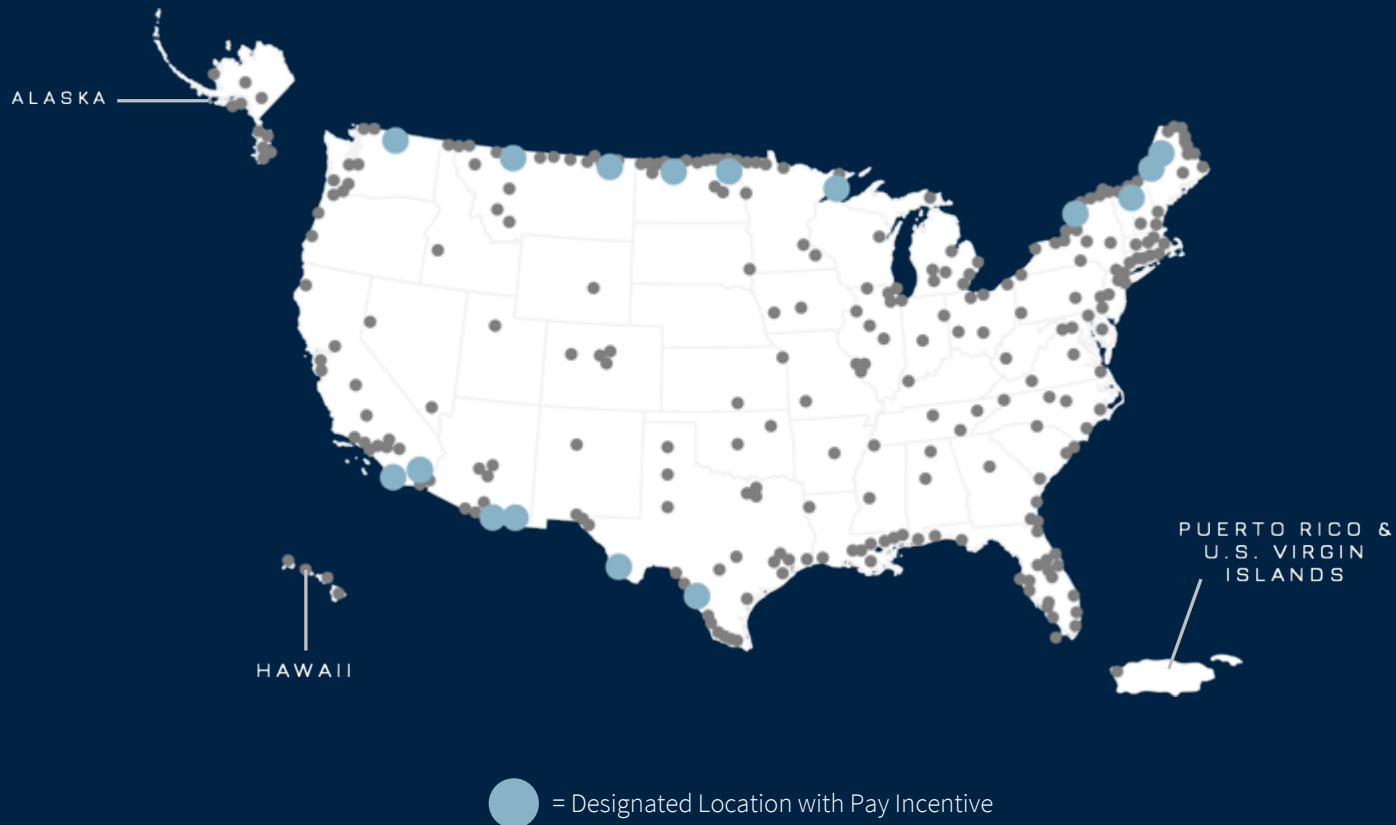
CBPOs are responsible for overseeing the operations of 20 Field Offices, 328 Ports of Entry, and 70 locations in over 50 countries internationally, comprising a team of more than 28,000 individuals.

# CBP OFFICER LOCATIONS

CBP Officers serve at over 300 domestic land, air, and seaports of entry.

Officers have the option to transfer locations throughout their career.

CBP hires based on specific location needs.



# BORDER PATROL CAREERS





## BORDER PATROL AGENT OVERVIEW



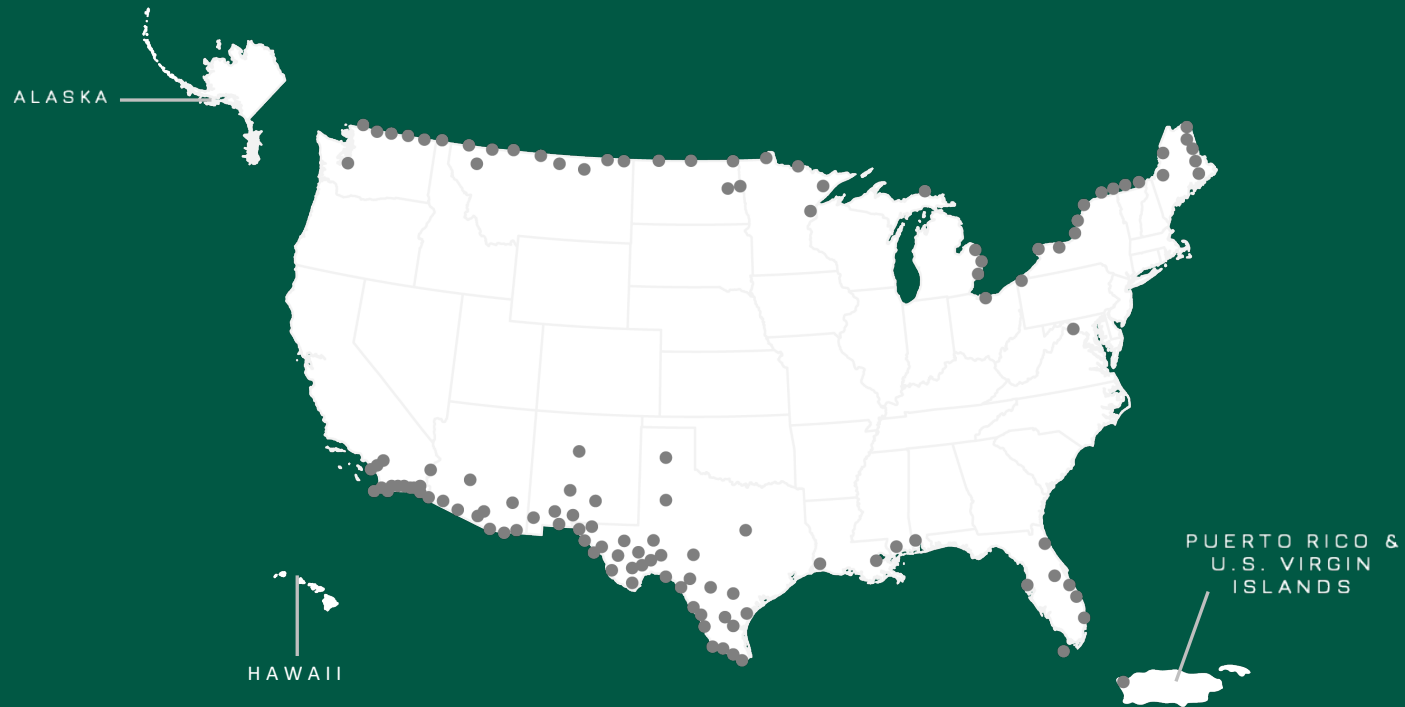
Our team operates across 135 stations, 20 sectors, 35 immigration checkpoints, and 18 foreign countries.

On a typical day\*, we:

- Make 4,553 apprehensions
- Arrest 5 wanted criminals and 29 undocumented migrants
- Perform 35 rescues
- Seize 497 pounds of illegal drugs and \$11,972

\*Based on 2021 Fiscal Year

# BORDER PATROL AGENT DUTY LOCATIONS



- Currently, all new Agents will be stationed along the southwest border.
- Agents may have the opportunity to change duty locations after some period of time.
- For available locations, view current job announcements at <https://www.cbp.gov/careers/bpa>

AIR AND MARINE OPERATIONS  
CAREERS



## **Purpose**

AMO Agents serve our nation by sky, sea, or land commanding a ready fleet of aircraft and vessels under a single unified mission of safeguarding America.

## **Air Interdiction Agents (AIAs)**

LEOs that operate aircraft as fixed-wing, rotary-wing, or Unmanned Aerial Systems (UAS) pilots. They assist Border Patrol Agents and CBP Officers with arrests and support. They also work with the U.S. Coast Guard and U.S. Navy performing drug interdiction in the Gulf of Mexico, the Caribbean, and along the Pacific Coast of Central America.

## **Aviation Enforcement Agents (AEAs):**

LEOs responsible for critical roles including operating radars, serving as crew chiefs, providing armed interdiction, and serving as back-up to Agents and Officers on the ground and in the water. Many AEAs are pilots themselves.

## **Marine Interdiction Agents:**

LEOs that operate watercraft with certifications issued by the U.S. Coast Guard. They assist Border Patrol Agents and CBPOs with arrests and support in areas in which they are located, primarily along the Gulf Coast, Great Lakes Region, California, Puerto Rico, and the U.S. Virgin Islands.

# AMO OPERATING LOCATIONS: AIR

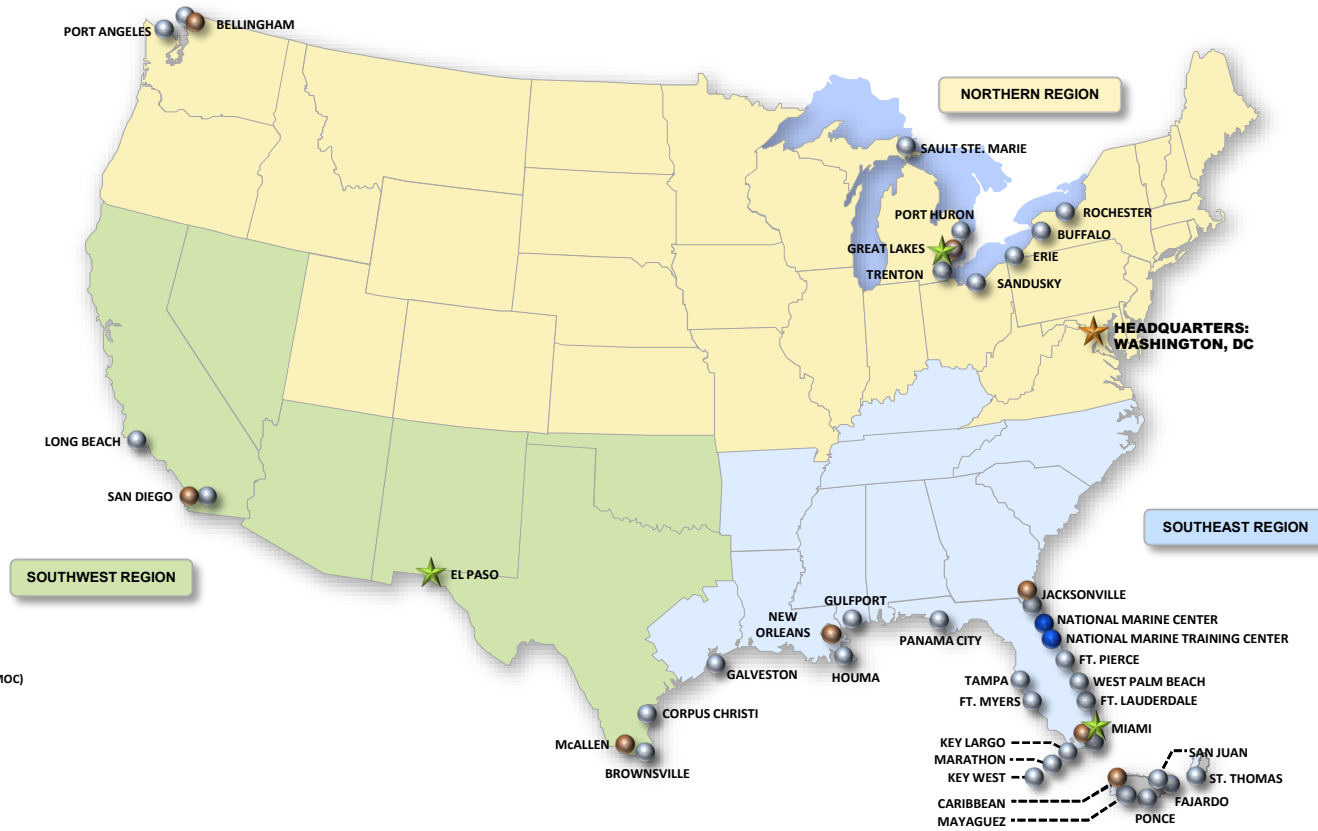


U.S. Customs and Border Protection





# AMO OPERATING LOCATIONS: MARINE



U.S. Customs and Border Protection



MISSION OPERATIONS  
CAREERS



## MISSION OPERATIONS



### **Purpose**

Work as a dedicated team of professional staff to ensure mission readiness for frontline components in their day-to-day operations across a variety of technical and operations roles.

### **Mission Operations Personnel**

In roles ranging from cyber security, forensic laboratory services, international affairs, international trade, intelligence research, finance, administration, and more, Mission Operations team members ensure mission readiness for frontline components in their day-to-day operations.

### **Duty**

Mission Operations personnel help drive all frontline activity and uphold CBP's mission in a multitude of different settings by providing expertise, advisory, and technical services to CBP management.

# MISSION OPERATIONS POSITIONS

[Cbp.gov/careers/professional](https://cbp.gov/careers/professional)

## **Administrative & Management**

[Audio Visual Production Specialist](#)

[Budget Analyst](#)

[Criminal Investigator](#)

[Entry Specialist](#)

[Financial Program Specialist](#)

[FP&F Officer](#)

[HR Specialist](#)

[Import Specialist](#)

[Intelligence Research Specialist](#)

[International Trade Specialist](#)

[Investigative Analyst](#)

[IT Specialist](#)

[Management & Program Analyst](#)

[Mission Support Specialist](#)

[Nurse Consultant](#)

[Paralegal Specialist](#)

[Personnel Security](#)

[Specialist](#)

[Polygraph Examiner](#)

[Program Manager](#)

[Public Affairs Specialist](#)

[Safety & Occupational](#)

[Health Specialist](#)

[Security Specialist](#)

[Telecommunications](#)

[Specialist](#)

## **Clerical & Administrative Support**

[Accounting Technician](#)

[Border Patrol Processing](#)

[Coordinator](#)

[CBP Technician](#)

[HR Assistant](#)

[Mission Support Assistant](#)

[Secretary](#)

## **Wage Position (trades)**

[Automotive Mechanic](#)

[Maintenance Mechanic](#)

## **Professional & Scientific**

[Accountant](#)

[Attorney](#)

[Auditor](#)

[Chemist](#)

[Contract Specialist](#)

[General Attorney](#)

[Physical Analyst](#)

[Instructional Systems](#)

[Specialist](#)

[International Relations](#)

[Specialist](#)

[Engineer](#)

# HIRING PROCESS



# STEPS IN THE CBP HIRING PROCESS- PROFESSIONAL AND MISSION SUPPORT



APPLY



APPLICATION REVIEW



INTERVIEW



TENTATIVE JOB OFFER



BACKGROUND FORM



PRE-EMPLOYMENT



BACKGROUND INVESTIGATION



OFFICIAL JOB OFFER

# How to Apply



Individuals interested in applying under Schedule A should begin by taking the following steps:

- Check USAJOBS at [www.usajobs.gov](http://www.usajobs.gov).
- Identify an open position they want to apply to.
- Submit all required documentation through the CBP Selective Placement Program Coordinator at [cbpsppc@cbp.dhs.gov](mailto:cbpsppc@cbp.dhs.gov).
- [And/or apply to the job opportunity announcement through USAJOBS.gov](http://www.usajobs.gov)

# RESUME FORMAT

**Joe Smith**  
111 Oklahoma Drive  
Virginia Beach, Virginia 23323  
111.222.3333  
[JSmith@xxxxxxx.com](mailto:JSmith@xxxxxxx.com)

**1 Customs and Border Protection Explorer**

1/1/08- 6/3/10 20HPW  
El Paso Field Office

Assisted with passenger and processing and crowd control and airport. Assisted with reduction of loss inventory, time, and assets. Monitored surveillance equipment, identified, observed and apprehended violators involved in acts of dishonesty. Assisted with compilation of all internal policies and procedures when carrying out responsibilities.

**2 Best Buy Customer Service Rep**

1/1/06- 11/30/07 15HPW

Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution. Attracts potential customers by answering product and service questions; suggesting information about other products and services.

**3 Education:**

Completed 64 credits at UTEP in Criminal Justice  
El Paso High School graduate

## — “STRONG RESUME”

When applying, make sure you:

- Tailor your application for the specific job and its requirements
- Upload your college transcript (if applicable) with your resume. College students can apply up to 9 months before graduation

Resume should include:

- 1 Fully spelled-out terms  
(Do not use acronyms)
- 2 Complete start/end dates
- 3 Hours worked per week
- 4 All qualifying experience, including Spanish language skills

# USAJOBS.GOV

USAjobs.gov is an official website of the United States Office of Personnel Management which services as a platform to apply for positions as well as upload resumes and other supporting documents (forms, transcripts, etc.) for all federal jobs.

## SUPPORTING DOCUMENTS

- CBP formatted resume
- College/University Transcripts
- Veteran documents
  - DD-214
  - SF-15
  - VA Disability letter
  - Statement of Service
- Schedule A letter

An official website of the United States government

**USAJOBS** Sign In Help Search

Keywords: Job title, dept., agency, series, or occupation

Location: City, state, zip, or country

**Search**

**SHAPE AMERICA'S FUTURE**  
Find your fit in the Federal Government

**Create Profile**

Create a USAJOBS Profile Federal Application Process Explore Opportunities

## Create a USAJOBS Profile

Human Resources Specialist... Office of the Secretary of th... Closes 9/6/2016 Who may apply

1 Select Resume 2 **Select Documents** 3 Review Package 4 Include Personal Info 5 Continue Application with Agency

### Select Documents

#### Instructions

Select the document(s) that you want to submit as part of your application. You can review the required document(s) for this job by selecting the "Documents" button.

If the document you want to submit is not available you can upload it by selecting "Add Document". Any documents added or deleted on this step will be reflected in your account. USAJOBS stores up to ten documents, so you may need to delete an existing document to upload a new one.

#### Your Documents

**Required Documents** +

**Acceptable Formats** -

Uploaded resumes must be less than 3MB and in one of the following document formats: GIF, JPG, JPEG, PNG, RTF, PDF or Word (DOC or DOCX).

**Do Not Include in Resume**

- Classified information
- Social Security Number (SSN)
- Photos of yourself
- Personal or sensitive information
- Encrypted and digitally signed documents

**Helpful Links**

- Sample Resume
- What to Include

**Add Document**

# Reasonable Accommodations



## Information within CBP announcement:

If you believe you have a disability (i.e., physical, or mental), covered by the Rehabilitation Act of 1973 as amended that would interfere with completing the USA Hire Competency Based Assessments, you will be granted the opportunity to request a RA in your online application. Requests for RA for the USA Hire Competency Based Assessments and appropriate supporting documentation for RA must be received prior to starting the USA Hire Competency Based Assessments. Decisions on requests for RA are made on a case-by-case basis.

# Reasonable Accommodations

*(continued)*



## As a CBP Employee

CBP's Privacy and Diversity Office, Diversity and Equal Opportunity (EEO) Division, provides EEO services to almost 60,000 CBP employees as well as all applicants for employment. The Diversity and EEO Division strives to ensure equality of opportunity and the benefit of employment decisions free from unlawful discrimination for employees and applicants for employment .

[RA Resource Center](#)



# PAY & BENEFITS

## ADDITIONAL BENEFITS

CBP has developed programs and plans to ensure the health, satisfaction, and peace of mind for every member of our team. This includes:

Career mentorship

Career progression and professional development

Access to state-of-the-art technology

Specialized interactive cutting-edge training

Opportunities to contribute to and be a part of something bigger than yourself



# Agency Points of Contact

Darius Carroll, Selective Placement Program Coordinator  
National Recruitment Division  
[cbpsppc@cbp.dhs.gov](mailto:cbpsppc@cbp.dhs.gov)

Michelle Lane, Disability Recruitment Program Manager  
[Michelle.lane@cbp.dhs.gov](mailto:Michelle.lane@cbp.dhs.gov)

Questions?