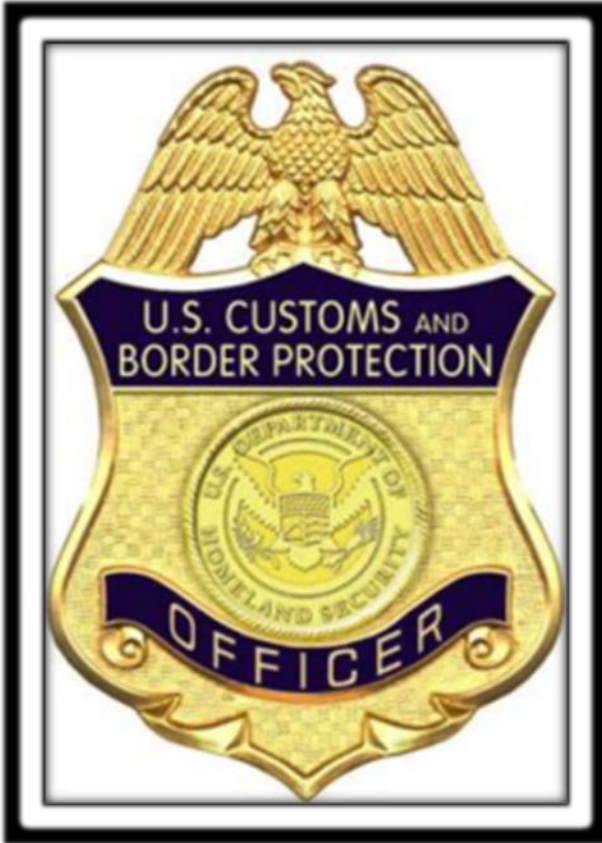


Customs and Border Protection Applicant Guide

Customs Officer



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Author:

Edgar Pagaza

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Introduction

This manual serves as a guide for future applicants of the Customs and Border Protection (CBP) agency, specifically for the Customs Officer Position. The application process for CBP is rigorous and it causes confusion and frustration. This manual consists of a step by step explanation of the process with tips and useful information about each step.

Objectives:

- To become familiar with the CBP application process.
- To understand the time line of the CBP process.
- To answer questions a CBP applicant might have.

Chapter 1

Applying and Testing



Applying and Testing

Applying

The Customs and Border Protection agency post their job openings on the website called www.usajobs.gov. Go to the website and create an account. When your account is created, search for key words such as: “CBP Customs Officer”, “CBP”, “Customs Officer”. After search results post, look for the job “Customs Officer” (Note: The posting will not be present if the CBP agency is not hiring). Click on the apply icon and fill the application online. When the application is completed, you will receive a receipt with your test date, time, and location.

Testing

Attend the test site and bring your test receipt with you. The test will begin right at the time listed on your receipt. You will not be allowed to test if you arrive late. The test usually takes between five and seven hours to complete. You will need to:

- Arrive at least 30 minutes before test start time.
- Bring a picture ID.
- Bring your test receipt.
- Bring a number 2 pencil.
- Dress casual.

The test results will be emailed to the applicant between four to six weeks. The applicant must receive a 70% or higher to receive a passing score. Veterans will receive 5 point veterans preference added to their score. Disabled veterans receive 10 point veteran's preference.

Chapter 2

Pre-employment Forms and SF86 Security Clearance



Pre-employment forms and SF86 Security Clearance

Pre-employment forms

After receiving an email with a passing test score of 70% or higher, you will receive a Tentative Offer email that will contain a copy of the pre-employment forms. You will need to print out the pre-employment forms, fill them out with your information, and fax them to the number provided on the forms. In order to fill out the forms, you will need:

- a resume
- driver license
- birth certificate
- college transcripts
- high school transcripts
- social security card
- DD-214 (if applicable)

SF86 Security Clearance

The SF86 Security Clearance form will be included on the Tentative Offer email. The SF86 form needs to be filled out and submitted to the background investigation department of Customs and Border Protection. The form is to be filled and submitted electronically. This form will be used by an Internal Affairs Agent to conduct a background investigation on the applicant. The form is long and tedious. You will need to provide specific information about your past:

- history
- families history
- employment
- addresses
- criminal record

When the SF86 form is electronically completed, an option to verify and submit the form will appear. Verify and submit your completed application.

Chapter 3

Medical Exam, Physical Fitness, and Drug Test



Medical Exam, Physical Fitness, and Drug Test

Medical Exam

The applicant will receive a phone call from the CBP hiring center 4 to 6 weeks after submitting the pre-employment forms and SF86 form. The phone call is to schedule a date, time, and place of the Medical Exam. The medical exam consists of:

- electrocardiography
- hearing test
- vision test
- hernia check
- bending limb check
- color blind test

You will need to bring:

- picture ID

Physical Fitness Test

The applicant will receive a phone call from the CBP hiring center 3 to 4 weeks after completing the medical exam. The phone call will be to schedule the date, time, and location of the Physical Fitness Test. At the physical fitness test you will:

- Climb steps continuously for 5 minutes.
- Lift a 50 pound basket up repeatedly for a total of 25 times in less than a minute.
- Side step side to side repeatedly for a total of 35 times in less than 45 seconds.
- Complete 29 pushups in less than a minute.
- Complete 32 sit-ups in less than a minute.

You will need:

- a picture ID
- loose clothing
- comfortable workout shoes

Drug Test

The applicant will receive a phone call from the CBP hiring center randomly at one point during the application process. The phone call will be to schedule a date, time, and location of the Drug Test. The applicant will have to submit a urine sample at the place of drug test. You will need to bring:

- two forms of identification
- social security card

Chapter 4

Structure Interview and Video Based Test



Structure Interview and Video Based Test

Structure Interview and Video Based Test

The applicant will receive a letter through the mail from the CBP hiring center in 4 to 6 weeks after completing the physical fitness test. The letter will be to schedule the date, time, and location of the Structure Interview and Video Based Test. Do to the sworn secrecy statement the applicant has to sign before the Structure Interview and Video Based Test, this manual may not disclose detailed information about these two steps. The applicant must:

- Wear professional or business attire.
- Arrive 30 minutes before scheduled time.
- Bring an identification card and social security card.

Chapter 5

Polygraph and Background Investigation



Polygraph and Background Investigation

Polygraph

Within 6 to 8 weeks of attending the structure interview and the video based test, the applicant will receive a phone call from an Internal Affairs Agent. The phone call will be to schedule the date, time, and location of the Polygraph. The polygraph takes between 6 to 8 hours to complete. The results of the polygraph will be given to the applicant after the polygraph is completed. The polygraph is a pass or fail test and the applicants who fail it will be disqualified.

You will need to:

- Dress in business attire.
- Bring your social security card and ID

Background Investigation

The applicant will receive a phone call 4 to 6 weeks after passing the polygraph exam from a CBP Background Investigator. The phone call will be to schedule the date, time, and location of the interview with the investigator. At the time of the interview, the applicant will have a chance to discuss issues on personal background. The interview will last between 6 to 8 hours. The investigator will begin to visit and question your references, neighbors, friends, family, and past employers after the interview. You will need to bring to the interview:

- a picture ID
- social security card
- last year's tax information
- birth certificate
- paper's the investigator will specify

Chapter 6

Training and Scheduling Unit, Offering Call, and Physical Fitness 2



Training and Scheduling Unit, Offering Call, and Physical Fitness 2

Training and Scheduling Unit

The applicant will receive an email from the CBP hiring center 8 to 12 months after meeting with the background investigator. The email is to advise the applicant that their application case has been moved to the Training and Scheduling Unit. This means that the applicant has completed the process and he is a ready officer. The applicant is now ready to attend the CBP academy if hired. The next step is to be patient and wait to receive an offering call.

Offering Call and Physical Fitness 2

After the applicant's case has been moved to the training and scheduling unit, he will receive an Offering Call. The time frame between the case moved to training and scheduling unit to receiving the offering call can take between 1 week and 12 months. It all depends on how many academies and openings the agency has. When the applicant receives the offering call, the CBP agency will offer the applicant a Customs Officer position in 3 different border cities. If the applicant turns down all 3 cities the applicant will be disqualified from the process. If the applicant accepts a position in a certain city, the agency will arrange date, time, and location of the academy.

After the academy details are set, the applicant will be scheduled with a date, time, and location to take the Physical Fitness Test 2. The physical fitness test 2 will consist of:

- A mile and a half run in less than 17 minutes.
- 29 pushups in less than a minute.
- 32 sit-ups in less than a minute.
- A 220 yard dash in less than 45 seconds.

Frequently Asked Questions

Q: What is the purpose of a background investigation?

A: The background investigation is conducted to ensure the best candidates are selected. To ensure these candidates are reliable, responsible, and loyal. Also, to ensure that the candidate is qualified for the position.

Q: What are the basic requirements for employment?

A: The applicant must be a U.S. Citizen and have resided in the U.S. for the last 3 years. The applicant must pass a background investigation and a drug test.

Q: How long does a background investigation take and why do some investigations take longer than others?

A: The background investigation may take between 6 months to 12 months. Some investigations take longer for different reasons. For example, the number of states an individual has lived in can delay the process. It all depends on the candidates life history.

Q: What does a background investigation involve?

A: The background investigation will include credit and criminal history checks. Records checks to verify citizenship, education, employment history, and military history. Interviews will be conducted with neighbors, and public records queried for information about bankruptcies, divorces, and criminal or civil litigation.

Q: Will I need to be interviewed for my background investigation?

A: Yes. The investigator will contact you after your polygraph exam to set up a meeting.

Q: What are the possible outcomes of the polygraph exam?

A: The polygraph is a pass or fail exam. You will be notified of your result by the polygraph administrator after you complete the exam.

Q: Can I request to withdraw my application after the Polygraph Exam?

A: You can withdraw your application at any time during the process. To withdraw application, contact the CBP hiring center at **(952) 857-2943** (Customs and Border Protection, Custom Officer applicants).

