NARA Competency Model

LP - Office Of Presidential Libraries

Archives Aid GS-03

Note: Competencies noted as "Not for selection" were rated as important to the job, but not required on entry and thus not to be used for screening candidates.

Core Competencies

Problem Solving (Makes Informed Choices)

Gathers information from multiple sources to make day-to-day decisions. Identifies and analyzes problems and recommends ways to solve them. Looks for and suggests ways to improve processes and results.

Interpersonal Skills (Collaborates with Others)

Works collaboratively with and supports others, including those with different views and perspectives. Actively shares resources and information with others to accomplish important work goals and objectives. Works to build and maintain relationships within and outside of own department or functional area.

Execution and Results (Demonstrates Responsibility)

Makes a meaningful contribution to work and ensures tasks are completed accurately, efficiently, and on time. Takes personal accountability for results and contributes to the achievement of overall team goals. Displays flexibility and persistence in the face of obstacles and change.

Customer Service (Focuses on the Customer)

Shows care and concern when working with internal and/or external customers. Asks questions in order to understand customer needs. Finds and uses the right resources (people, information, tools) at the right time to resolve customer requests.

Communication (Shares Information)

Communicates in a respectful and professional manner. Listens to others and asks questions to learn about what is needed. Shares the right information with others when they need it. Prepares written work that is accurate and complete.

Organizational Awareness (Maintains Organizational Awareness)   (Not for selection)

Maintains an understanding of the agency's mission and function, including programs, policies, procedures, rules, and regulations, and uses this information when carrying out work activities. Demonstrates and communicates a strong commitment to NARA's mission and goals. Considers the impact of one's own actions and decisions on co-workers, the department, and the overall agency.

General Competencies

Utilizes Computer Technology
Utilizes computer technology and software applications (e.g., word processing, spreadsheets, databases, web-based tools) to perform work activities. Applies technologies and/or tools to improve work, productivity, or customer service.

Technical Competencies

Conducts Archival Processing   (Not for selection)
Performs archival processing, demonstrating knowledge requird to appraise, transfer, review, arrange, describe, preserve, and establish/maintain physical and intellectual control of archival holdings. This requires applying knowledge of the laws, regulations, and governing authorities affecting access to records (e.g., the Presidential Records Act, the Freedom of Information Act).

Applies Knowledge of Information Security   (Not for selection)
Demonstrates, maintains, and communicates knowledge of related Federal and agency regulations, National Security directives and requirements, NARA policies and precedents, and applicable public policy. Establishes and maintains physical and intellectual control of records.

Performs Reference Services
Provides reference services using knowledge of records and their context. Communicates with stakeholders (e.g., researchers) to determine their areas of interest. Conducts preliminary research and analysis for the purposes of reference. Makes recommendations based on findings, conclusions, resources (e.g., cost, time), organizational goals, and customer goals.

Applies Risk Assessment and Analysis
Demonstrates and communicates knowledge and understanding of the causes and probabilities for records loss or damage. Participates and/or leads the development and implementation of programs, policies, procedures, training and outreach related to issues such as litigation support, records security, risk analysis, vital records protection, business continuity, disaster preparedness/recovery, and maintaining record authenticity/reliability. Provides technical assistance and support to others within the agency and other Federal agencies on these issues.

Links to Assessments (For Staffing Specialist Use Only):

Job Analysis Worksheet

Competency Usage Plan

Occupational Questionnaire

Structured Interview Guide