

# NARA Competency Model

AFN - National Personnel Records Center

Management Analyst GS-07

*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 (Thinks Analytically)**

Seeks, examines, and interprets information from different sources to determine a problem's cause and develop a course of action for problem resolution. Analyzes information, develops and evaluates multiple solutions to a question or problem, and selects the most appropriate solution for the situation. Recommends innovative approaches to improve processes and results.

### **Interpersonal Skills (Collaborates Across Boundaries)**

Works cooperatively with others across functions and geographic locations to achieve team and organizational goals. Builds and maintains strong relationships with others both internal and external to the organization. Seeks out and integrates diverse views and perspectives to enhance work quality and results.

### **Execution and Results (Takes Accountability for Results)**

Takes ownership and accountability to ensure that work is completed accurately, efficiently, and in a timely manner, even when faced with multiple priorities. Identifies and uses the resources, tools, and information needed to achieve goals and objectives. Demonstrates flexibility, persistence, commitment, and initiative to resolve obstacles and respond to changing priorities.

### **Customer Service (Provides Customer Service)**

Actively looks for ways to help internal and/or external customers locate information or resolve problems and issues. Gives full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and following up to ensure customer satisfaction. Provides information and resources to fulfill customer obligations and resolve customer complaints.

### **Communication (Communicates Openly)**

Communicates opinions, facts, and thoughts with clarity, transparency, and honesty. Seeks diverse perspectives and listens openly to others' points of views. Demonstrates the courage to speak up on issues and risks as well as present good news. Researches information for and prepares documents and presentations that effectively convey relevant information.

**Organizational Awareness (Demonstrates Organizational Awareness) (Not for selection)**

Demonstrates behaviors and actions that are aligned with the agency's mission and function, applying programs, policies, procedures, rules, and regulations to work activities. Places a high priority and focus on supporting NARA's mission and achieving agency goals. Considers the potential impact of external factors (for example, changes in legislation) on the needs and objectives of one's department and the agency as a whole.

**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**

**Applies Knowledge of [Agency Programs/Activities]**

Demonstrates knowledge of [Agency Programs/Activities] sufficient to achieve desired outcomes. Maintains currency in the history, organization, operations, and trends relevant to program/activity and maintains interrelationships with other relevant stakeholders. Provides technical consultation on [Agency Programs/Activities] to meet the needs of NARA, other Federal agencies, users, and/or researchers.

**Applies Knowledge of Relevant Legislation, Policy, and Procedures (Not for selection)**

Understands, researches, analyzes, and applies legislation, regulations, organizational policies, and similar governances that relate to program management and research.

**Conducts Data Analysis**

Collects, organizes, and analyzes data and other statistical information, including identifying and resolving data discrepancies and issues. Presents analytical findings and trends in textual and graphical formats, and identifies and recommends modifications in policies, procedures, and resource allocations.

**Links to Assessments (For Staffing Specialist Use Only):**

[Job Analysis Worksheet](#)

[Competency Usage Plan](#)

[Occupational Questionnaire](#)

[Structured Interview Guide](#)