

NARA Competency Model

AFN-C - Civilian Personnel Records

Mail and File Clerk GS-04

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 Clerical Activities

Performing basic office clerical tasks such as typing, answering phones and directing calls, office filing/refiling, receiving and distributing mail, photocopying/printing, composing and proofreading correspondences, data entry, and preparing office labels, folders, or boxes for use.

Links to Assessments (For Staffing Specialist Use Only):

[Job Analysis Worksheet](#)

[Competency Usage Plan](#)

[Occupational Questionnaire](#)

[Structured Interview Guide](#)