

# NARA Competency Model

LL - Center For Legislative Archives

Archivist GS-13

*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 Strategically)**

Analyzes and integrates trends and patterns based on diverse information and perspectives to determine the root causes of problems, identify the best course of action, and prioritize efforts. Develops new insights and formulates creative solutions, considering the impact and implications of recommendations in the context of overall goals and objectives. Encourages and engages in the development of innovative ideas to enhance organizational efficiency, effectiveness, and productivity.

### **Interpersonal Skills (Builds Networks and Alliances)**

Develops and maintains networks and alliances to share information, promote collaboration, and optimize individual and organizational effectiveness. Values teamwork and encourages and leverages the capabilities and perspectives of all individuals, regardless of background, culture, style, and view. Analyzes own organization to determine key relationships that should be initiated or improved to better meet current or future goals.

### **Execution and Results (Drives Performance and Results)**

Prioritizes, organizes, and manages time, actions, resources, and initiatives to ensure the successful completion of responsibilities and requirements. Anticipates and leverages the interrelationship among functions, departments, and agencies to determine agency needs. Continues to pursue excellence until goals and objectives are met, focusing efforts on removing challenging obstacles and adapting to changing priorities and increasing complexity.

### **Customer Service (Fosters a Customer-Focused Environment)**

Builds and maintains an environment that is creatively challenged by and responsive to customer experiences and needs. Creates clarity within the organization of what successfully meeting customer needs looks like. Makes adjustments in work processes and priorities based on continuously reevaluating how well customer needs are being met. Builds own and others' capabilities in meeting customer needs and resolving customer issues.

### **Communication (Communicates with Impact)**

Engages and excites others by communicating in a compelling manner with words and actions. Openly listens to issues, problems, or unpopular points of view and states opinions in a manner that encourages dialogue. Is confident, poised, and articulate when presenting information and targets communications to the level of the audience. Prepares, reviews, and finalizes documents and presentations to ensure they are cogent, accurate, well organized, considering organizational and audience needs and expectations.

### **Organizational Awareness (Leverages Organizational Awareness) (Not for selection)**

Identifies and communicates the interrelationship between the agency's mission and function and best practices related to implementing agency programs, policies, procedures, rules, and regulations. Assesses organizational issues and develops a clear understanding of internal and external environments in order to identify emerging trends that impact the achievement of NARA's mission and goals. Identifies and analyzes internal and external developments, considers their impact on and implications for the agency's business, customers, and work products, and applies this information to accomplish objectives.

## **General Competencies**

### **Influences/Negotiates with Others**

Promotes ideas and proposals persuasively. Shapes others' opinions, convinces or persuades others, and gains support through own actions/examples or persuasion in an ethical manner. Achieves mutually satisfying agreements in negotiations with others by listening to different objectives, effectively communicating own objectives, and seeking common ground and collaborative situations.

### **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**

Performs archival processing, demonstrating knowledge required 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 [Subject Area(s)/Disciplines]**

Demonstrates expertise in records and related materials pertinent to [Subject Area(s)/Discipline(s)]. Maintains currency in the history, organization, operations, and trends relevant to [Subject Area(s)/Discipline(s)] as well as the applicable Federal laws, authorities, and regulations. Maintains currency in the interrelationship of these subjects with [other key subject area(s)]. Provides technical consultation on [Subject Area(s)/Discipline(s)] to meet the needs of NARA, other Federal agencies, researchers, or others.

**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.

**Conducts Outreach Activities**

Plans, implements, or participates in outreach services to groups outside of the agency about its holdings and collections. This includes preparing and giving talks or tours and developing or assisting with programs and events sponsored by the agency (e.g., exhibits, educational, public, and volunteer programs, workshops, open houses, funding, sponsorship).

**Provides Electronic Records Services**

Demonstrates, maintains, and communicates knowledge of born-electronic records. This includes knowledge of the creation, transfer, maintenance, usage, and processing of born-electronic records. Provides technical guidance and expertise on these electronic records and the development of systems to manage them. Maintains currency in changes in technology, research needs, and new methods for managing electronic records.

**Conducts Research and Analysis**

Conducts research and analysis in [Subject Area(s)/Discipline(s)] for the purposes of [activities (record appraisal, disposition, arrangement, description, preservation, etc.)]. Conceptualizes and defines the condition, value, and significance of the information, and evaluates the potential future use. Recommends appropriate actions based on analytical findings and conclusions, considering properties, resources (e.g., cost, time), and organizational and customer goals.

**Performs Declassification Activities**

Demonstrates, maintains, and communicates knowledge and understanding of the declassification review process, including related laws and regulations governing this process. Processes and works with agencies to declassify holdings and prepares documentation to track declassification actions. Evaluates security-classified documents and materials and applies judgment to make appropriate access determinations. Provides expertise and guidance to other NARA units on security and access issues.

**Applies Knowledge of American History and Government**

Demonstrates expertise in American history and principles of American government. Demonstrates expertise on cultural, political, and economic history as well as topics of contemporary interest.

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

[Job Analysis Worksheet](#)

[Competency Usage Plan](#)

[Occupational Questionnaire](#)

[Structured Interview Guide](#)