

# NARA Competency Model

LX - Exhibits Division

Exhibits Information Specialist GS-09

*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 Creatively)**

Determines the critical issues, gathers and analyzes information from multiple sources, and targets the root cause of problems. Generates creative solutions based on a consideration of their impact and implications. Develops and implements new ideas and ways of thinking to promote efficiency, effectiveness, and productivity.

### **Interpersonal Skills (Builds Relationships)**

Develops and maintains professional, trusting, positive working relationships with others at all levels internal and external to the organization. Initiates communication and partnerships across boundaries, working effectively with diverse teams to drive collective results and advance organizational priorities. Fosters relationships where collaboration is considered the standard and individuals are encouraged to share diverse views and perspectives.

### **Execution and Results (Achieves Results)**

Plans and organizes time to work productively and efficiently and maximize the quality and quantity of work. Ensures individual priorities and goals are aligned with team, manager, and agency plans and needs, and increases or redirects efforts in the face of challenging obstacles, changing priorities, or increasing demands. Seeks out and utilizes resources, tools, and information to ensure the accomplishment of expected results.

### **Customer Service (Promotes Customer Satisfaction)**

Ensures internal and/or external customers receive the level of service that builds their trust and confidence, even in difficult or complex situations. Develops and implements plans to meet customer needs and expectations, removes barriers to delivering customer service and support, and takes the initiative to improve processes based on customer feedback. Maintains a client focus, establishes rapport with customers, and takes action to ensure their satisfaction.

### **Communication (Targets Communication)**

Conveys information to others clearly and respectfully. Tailors the amount, style, and content of messages to the needs of the audience and handles and resolves questions and contrary opinions in a positive and constructive manner. Employs active listening techniques to show others that their opinions are valued and provides feedback that is comprehensive and actionable. Prepares documents and presentations that are cogent, accurate, and well organized.

### **Organizational Awareness (Promotes Organizational Awareness)**

Acts to support the agency's mission and function, clarifying and promoting the value and importance of agency programs, policies, procedures, rules, and regulations to work activities. Takes a broad business perspective by integrating approaches and solutions to support and achieve NARA's mission and goals. Identifies and analyzes the potential impact of external factors (for example, updates to best practices, changes in legislation) on the agency's business, customers, and work products.

## **General Competencies**

### **Embraces Continual Learning**

Seeks opportunities to expand knowledge and skills through formal and informal education, training, and feedback. Identifies and leverages own strengths and developmental needs and strives to improve own skills. Acquires new knowledge related to business, professional, and technological changes and developments. Demonstrates and supports continual learning, and shares knowledge and expertise with others.

### **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**

### **Performs Reference Services (Not for selection)**

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).

**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.

**Conducts Public Affairs (Not for selection)**

Writes, researches, and disseminates news releases, articles, and promotional materials describing exhibits, special events, programs, and related activities to broadcast, online, social, and print media. Coordinates advertisement campaigns in local, regional, and national media outlets and represents the agency to the media in interviews and other media contacts.

**Maintains Knowledge of Archival Principles (Not for selection)**

Maintains knowledge and understanding of legal, ethical, policy, standards, and best practices for archival accessioning, appraisal, preservation, description online (e.g., in ARC-like systems), arrangement, holdings maintenance, security, reference services, copy services, and online services.

**Develops Exhibits**

Develops intellectual content for exhibits, including developing themes, conducting research, selecting items, writing scripts, helping develop interactive scripts, and writing related publications for targeted audiences. Works in partnership with the public affairs department, education program, public programs, volunteer programs, archives, designers, and stakeholders in developing exhibits.

**Manages and/or Maintain Collections, Digital Assets, and Other Related Assets (Not for selection)**

Oversees and/or performs collections management operations involving physical condition and safety/security, as well as automated catalog and retrieval systems, forms, legal documents, and files. Manages and/or supports the loan program. Conducts relevant research and analysis as part of these activities.

**Designs and/or Delivers Educational/Public Programs**

Conceptualizes, develops, presents, and coordinates content for educational/public programs and/or conferences that target specific audiences. Researches, compiles, and publishes audience-appropriate materials for in-person, offsite, and/or online presentation. Develops and maintains partnerships to further the reach of the programs. Reviews and/or evaluates the effectiveness of programs, curricula, methodologies, and activities and revises them to achieve goals and objectives.

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

[Job Analysis Worksheet](#)

[Competency Usage Plan](#)

[Occupational Questionnaire](#)

[Structured Interview Guide](#)