

NARA Competency Model

NHPRC - National Historical Publications and Records Commission

Archives Specialist 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.

Demonstrates Business Savvy

Uses workload, performance, statutory requirement, and customer satisfaction data to evaluate the costs, benefits, risks and impact when making decisions. Drives program results by planning and prioritizing activities consistent with organizational goals. Promotes ideas that improve performance.

Manages Contracts

Monitors contracts with vendors, including conducting market research, defining work needed, soliciting and evaluating proposals, making recommendations for vendor selection, finalizing the terms of the contract, and initiating contract revisions to meet changing program requirements. Monitors contractor activities, manages related budgets and financial requirements, and ensures that contract requirements are met and all activities through closeout are performed in compliance with contract terms.

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).

Manages Record Life Cycle

Demonstrates and communicates knowledge and understanding of the record lifecycle, including the interrelationship of each stage of the lifecycle. Participates in and/or leads the development and implementation of life cycle management programs, policies, procedures, appraisals, schedules, training, audits, and outreach initiatives. Provides technical assistance and support to others within the agency and other Federal agencies on records creation, maintenance, and disposition in all media and formats. This may include issues related to access and security. Maintains currency in changes in technology and research needs as well as new methods for managing Federal records in all media and formats.

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 [Records Mgmt/Archival Functions]

Uses records and information management principles as well as archival principles and related agency policies to perform [Records Management/Archival Function(s)]. Examines and applies [Subject Area(s)/Discipline(s)] to define the scope, context, purpose, and direction of records management, maintenance, and control processes. Considers the impact and implications of these activities on agency services, customer needs, and customer expectations.

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.

Maintains Files and Records

Maintains up-to-date and accurate folders and records by filing and retaining various kinds of documents in accordance with established procedures.

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.

Provides Access Services

Provides mediated reference services to researchers. Identifies their research needs, explains agency rules and regulations and Federal law (e.g., Freedom of Information Act) and assists with the use of finding aids to facilitate research. Provides consultation on the record content, condition, arrangement, delivery and availability as well as on access problems and obstacles. Delivers records to researchers as well as refiles records. Instructs others on research room procedures, obtaining reproductions, preservation, security, and use of research room equipment. Enforces research policies and monitors the use and condition of records to ensure their preservation. Identifies and develops content appropriate for unmediated, remote access to NARA holdings and service.

Applies Knowledge of Information Technology

Demonstrates expertise in information technology applicable to digitization, reformatting, metadata development, digital asset management systems, and archival electronic descriptive systems (e.g., ARC, EAD, ERA/EOP). Provides recommendations for selection of software, hardware, and data delivery systems.

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](#)