

# NARA Competency Model

RD-DC - Archival Operations - Washington, Dc

Archives Aid GS-03

*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**

### **Embraces Continual Learning (Not for selection)**

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**

### **Conducts Archival Processing (Not for selection)**

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 (Not for selection)**

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.

### **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.

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

[Job Analysis Worksheet](#)

[Competency Usage Plan](#)

[Occupational Questionnaire](#)

[Structured Interview Guide](#)