

# NARA Competency Model

RD-DC - Archival Operations - Washington, Dc

Archives Specialist GS-05

*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 Analytically)**

Seeks, examines, and interprets information from different sources to determine a problem's cause and develop a course of action for problem resolution. Analyzes information, develops and evaluates multiple solutions to a question or problem, and selects the most appropriate solution for the situation. Recommends innovative approaches to improve processes and results.

### **Interpersonal Skills (Collaborates Across Boundaries)**

Works cooperatively with others across functions and geographic locations to achieve team and organizational goals. Builds and maintains strong relationships with others both internal and external to the organization. Seeks out and integrates diverse views and perspectives to enhance work quality and results.

### **Execution and Results (Takes Accountability for Results)**

Takes ownership and accountability to ensure that work is completed accurately, efficiently, and in a timely manner, even when faced with multiple priorities. Identifies and uses the resources, tools, and information needed to achieve goals and objectives. Demonstrates flexibility, persistence, commitment, and initiative to resolve obstacles and respond to changing priorities.

### **Customer Service (Provides Customer Service)**

Actively looks for ways to help internal and/or external customers locate information or resolve problems and issues. Gives full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and following up to ensure customer satisfaction. Provides information and resources to fulfill customer obligations and resolve customer complaints.

### **Communication (Communicates Openly)**

Communicates opinions, facts, and thoughts with clarity, transparency, and honesty. Seeks diverse perspectives and listens openly to others' points of views. Demonstrates the courage to speak up on issues and risks as well as present good news. Researches information for and prepares documents and presentations that effectively convey relevant information.

**Organizational Awareness (Demonstrates Organizational Awareness) (Not for selection)**

Demonstrates behaviors and actions that are aligned with the agency's mission and function, applying programs, policies, procedures, rules, and regulations to work activities. Places a high priority and focus on supporting NARA's mission and achieving agency goals. Considers the potential impact of external factors (for example, changes in legislation) on the needs and objectives of one's department and the agency as a whole.

**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**

**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 Information Security (Not for selection)**

Demonstrates, maintains, and communicates knowledge of related Federal and agency regulations, National Security directives and requirements, NARA policies and precedents, and applicable public policy. Establishes and maintains physical and intellectual control of records.

**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.

**Applies Knowledge of [Subject Area(s)/Disciplines] (Not for selection)**

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.

**Provides Electronic Records Services (Not for selection)**

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 (Not for selection)**

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.

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

[Job Analysis Worksheet](#)

[Competency Usage Plan](#)

[Occupational Questionnaire](#)

[Structured Interview Guide](#)