

# NARA Competency Model

AFN-C - Civilian Personnel Records

Archives Technician (Correspondence) GS-04

*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

### **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.

### **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

### **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.

### **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 Center Operations]**

Performs [Records Center Operations] using relevant records and information management and/or archival principles, practices, and related agency policies and regulations. Examines and applies [Subject Area(s)/Discipline(s)] to define the scope, context, purpose, and direction of records center activities. Maintains a "big picture" focus and considers the impact and implications of [Records Center Operations] on agency services and customer needs and expectations.

**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.

**Maintains Files and Records (Not for selection)**

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

**Provides Typing Services**

Types correspondence, forms, certificates and other relevant products on a word processor; creates styles, templates, or formats as appropriate. Uses spell checking and/or grammar checking tools to ensure work product is accurate.

**Uses Standardized Forms / Documents**

Identifies standardized forms/documents and forms according to an established taxonomy. Understands and works with standardized certificates, forms, or similar documents to extract information relevant to a given task and uses the forms/ documents to provide information to others.

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

[Job Analysis Worksheet](#)

[Competency Usage Plan](#)

[Occupational Questionnaire](#)

[Structured Interview Guide](#)