NARA Competency Model

ANDC - National Declassification Center

Archives Technician 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

Performs [Records Mgmt/Archival Functions]   (Not for selection)

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.

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.

Performs Declassification Activities   (Not for selection)

Demonstrates, maintains, and communicates knowledge and understanding of the declassification review process, including related laws and regulations governing this process. Processes and works with agencies to declassify holdings and prepares documentation to track declassification actions. Evaluates security-classified documents and materials and applies judgment to make appropriate access determinations. Provides expertise and guidance to other NARA units on security and access issues.

Links to Assessments (For Staffing Specialist Use Only):

[Job Analysis Worksheet](#)

[Competency Usage Plan](#)

[Occupational Questionnaire](#)

[Structured Interview Guide](#)