IBC GS-0303 Miscellaneous Clerk and Assistant Cluster
Final

Approved by the Competency Modeling Review Board 06/23/2016

Competency	Definition	Proficiency Level			Remarks
		GS-01-04	GS-05-06	GS-07-08	
Information Management	Identifies a need for and knows where or how to gather information, organizes and maintains information or information management systems.	2	3	5	
Organizational Awareness	Knows the organizations mission and functions, and how its social, political, and technological systems work and operates effectively within them; this includes the programs, policies, procedures, rules, and regulations of the organization.	2	3	5	
Technical Application	Uses machines, tools, instruments, or equipment effectively; uses computers and computer applications to analyze and communicate information in the appropriate format.	2	3	5	

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Competency	Definition	Proficiency Level			Remarks
		GS-01-04	GS-05-06	GS-07-08	
Technical – Automated Administrative Systems	Effective use of automated administrative systems such as the Integrated Personnel/Payroll Systems/Subsystems, Accounting & Business-Related Systems, Travel Systems, Time and Attendance Systems, Procurement Systems, etc., to perform essential business functions.	2	3	5	
Technical – Support Services	Directs, plans, coordinates, and/or performs a variety of support and service functions such as procurement of equipment and supplies, property management, space management, records management, mail services, facilities and equipment maintenance, and transportation.	2	3	5	

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Proficiency Level Definitions:

1 = Awareness: Applies the competency in the simplest situations; requires close and extensive guidance; demonstrates awareness of concepts and processes.

2 = Basic: Applies the competency in somewhat difficult situations; requires frequent guidance; demonstrates familiarity with concepts and processes.

3 = Intermediate: Applies the competency in difficult situations; requires occasional guidance; demonstrates understanding of the concepts and processes.

4 = Advanced: Applies the competency in considerably difficult situations; generally requires little or no guidance; demonstrates broad understanding of concepts and processes.

5 = Expert: Applies the competency in exceptionally difficult situations; serves as a key resource and advises others; demonstrates comprehensive expert understanding of concepts and processes.

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