

**IBC GS-0305 Mail Clerk Cluster  
Final**

Approved by the Competency Modeling Validation Review Board 06/29/11.

<b>Competency</b>	<b>Definition</b>	<b>Proficiency Level</b>			<b>Remarks</b>
Legal, Government, & Jurisprudence	Knowledge of laws, legal codes, court procedures, precedents, legal practices and documents, government regulations, executive orders, agency rules, government organization and functions, and the democratic political process.	<u>GS-01-04</u>	<u>GS-05-06</u>	<u>GS-07-08</u>	
		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.	<u>GS-01-04</u>	<u>GS-05-06</u>	<u>GS-07-08</u>	
		2	3	5	

Competency	Definition	Proficiency Level			Remarks
Technical - Technology Application	Uses machines, tools, instruments, or equipment effectively; uses computers and computer applications to analyze and communicate information in the appropriate format.	GS-01-04	GS-05-06	GS-07-08	
		2	3	5	

**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.