

**IBC GS-0318 Secretary Cluster
Final**

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

Competency	Definition	Proficiency Level	Remarks						
Information Management	Identifies a need for and knows where or how to gather information, organizes and maintains information or information management systems.	<table border="1" style="width: 100%; text-align: center;"> <tr> <td><u>GS-01-04</u></td> <td><u>GS-05-06</u></td> <td><u>GS-07-08</u></td> </tr> <tr> <td>2</td> <td>3</td> <td>5</td> </tr> </table>	<u>GS-01-04</u>	<u>GS-05-06</u>	<u>GS-07-08</u>	2	3	5	
<u>GS-01-04</u>	<u>GS-05-06</u>	<u>GS-07-08</u>							
2	3	5							
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.	<table border="1" style="width: 100%; text-align: center;"> <tr> <td><u>GS-01-04</u></td> <td><u>GS-05-06</u></td> <td><u>GS-07-08</u></td> </tr> <tr> <td>2</td> <td>3</td> <td>5</td> </tr> </table>	<u>GS-01-04</u>	<u>GS-05-06</u>	<u>GS-07-08</u>	2	3	5	
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2	3	5							
Organizational Awareness	Knows the organization's 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.	<table border="1" style="width: 100%; text-align: center;"> <tr> <td><u>GS-01-04</u></td> <td><u>GS-05-06</u></td> <td><u>GS-07-08</u></td> </tr> <tr> <td>2</td> <td>3</td> <td>5</td> </tr> </table>	<u>GS-01-04</u>	<u>GS-05-06</u>	<u>GS-07-08</u>	2	3	5	
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Competency	Definition	Proficiency Level			Remarks
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.	GS-01-04 2	GS-05-06 3	GS-07-08 5	

NOTE: To better align task items related to general clerical duties such as maintaining calendars and schedules, greeting visitors, receiving calls, arranging meetings, processing mail, maintaining files, etc., it is acceptable to use the competency category "Administrative Support" (competency definition below) in the Job Analysis. (This is an interim solution until such time the model is reviewed and addition of competencies is discussed).

Administrative Support - Performs functions such as maintaining calendars and schedules, greeting visitors, receiving calls, arranging meetings, processing mail, organizing and maintaining files, and making travel arrangements in support of the organization.

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.