

**IBC GS-0326 Office Automation Clerk and Assistant 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.	<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.	<u>GS-01-04</u> <u>GS-05-06</u> <u>GS-07-08</u> 2 3 5	
Technical - Technology Application	Uses machines, tools, instruments, or equipment effectively; uses computers and computer applications to analyze and communicate information in the appropriate format.	<u>GS-01-04</u> <u>GS-05-06</u> <u>GS-07-08</u> 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.