

**IBC GS-0503 Payroll Program Technician, Benefits Assistant and Billing & Collection Technician Cluster
Final**

Approved by the Competency Model Review Board 05/19/15

Competency	Definition	Proficiency Level			Remarks
Analytical Thinking	Able to breakdown raw information and undefined problems into specific, workable components that, in turn, clearly identify the issues at hand. Makes logical conclusions, anticipates obstacles, and considers different approaches that are relevant to the decision making process.	<u>GS 01-04</u>	<u>GS 05-06</u>	<u>GS 07-08</u>	
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>	
Technical Competency – Automated Integrated Personnel & Payroll System/Subsystems	Effective use of integrated system for data management, analysis and problem identification, and performance of payroll processing to accurately and timely provide payroll services to client agencies.	<u>GS 01-04</u>	<u>GS 05-06</u>	<u>GS 07-08</u>	

Competency	Definition	Proficiency Level			Remarks
Technical Competency – Benefits Payroll Processing	Processes, edits, and corrects transactions of Federal government benefits for clients related to CSRS/FERS retirement, military deposits, health benefits, and Thrift Savings Plan to ensure accurate and timely payroll processing; retroactive adjustments to government benefits; and adherence to reporting requirements prescribed by OPM.	<u>GS 01-04</u> 2	<u>GS 05-06</u> 3	<u>GS 07-08</u> 5	<i>Benefit Technicians only</i>
Technical Competency – Billing and Collections Processing	Processes and issues bills of collection using the debt management system, processes deductions from employee's pay, records payments, negotiates repayment agreements, processes adjustments in an automated system, provides debtor employees with appropriate due process, and reconciles agency reports.	<u>GS 01-04</u> 2	<u>GS 05-06</u> 3	<u>GS 07-08</u> 5	<i>Billing & Collection Technicians & Lead Billing & Collection Technicians only</i>
Technical Competency – Payroll Processing	Processes, edits, and corrects payroll transactions for current and prior pay periods using an automated, integrated personnel/payroll system; performs pay computations to ensure accurate and timely payments to clients; processes retroactive pay and leave audits as well as adjustments to ensure accurate payments and leave records.	<u>GS 01-04</u> 2	<u>GS 05-06</u> 3	<u>GS 07-08</u> 5	<i>Payroll Program Technicians only</i>

Competency	Definition	Proficiency Level			Remarks
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	
Teaching Others	Helps others learn through formal or informal methods; identifies training needs; provides constructive feedback; coaches others on how to perform tasks; acts as a mentor.	<u>GS 01-04</u>	<u>GS 05-06</u>	<u>GS 07-08</u>	
				5	<i>Lead Billing & Collection Technicians only</i>

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.

