

**IBC GS-1603 Facilities Service Assistant Cluster
Final**

Approved by the Competency Model Review Board 06/14/2016

Competency	Definition	Proficiency Level	Remarks
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	
Planning & Evaluating	Determines objectives and strategies; coordinates with other parts of the organization to accomplish goals; monitors and evaluates the progress and outcomes of operational plans; anticipates potential threats or opportunities.	<u>GS-01-04</u> <u>GS-05-06</u> <u>GS-07-08</u> 2 3 5	
Technical – Administrative Operations	Plans, coordinates, and executes business functions in support of administrative and management activities to facilitate organizational operations such as scheduling, office communication, document generation, resource management, procurement and/or financial management within an organization.	<u>GS-01-04</u> <u>GS-05-06</u> <u>GS-07-08</u> 2 3 5	

Competency	Definition	Proficiency Level			Remarks
Technical – Facilities Assistance	Performs work in support of mail operations, space management and building maintenance including scheduling and tracking work orders for repairs of system furniture and equipment.	<u>GS-01-04</u> 2	<u>GS-05-06</u> 3	<u>GS-07-08</u> 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.