

**IBC CORE Competency Cluster
Final**

Approved by the Competency Modeling Validation Review Board 02/09/16

Competency	Definition	Required Proficiency Level - Administrative & Technical Positions	Required Proficiency Level - Management, Professional & GS- 1102 (Contract Specialist) Positions
Accountability	Holds self and others accountable for measurable high-quality, timely, and cost-effective results. Determines objectives, sets priorities, and delegates work. Accepts responsibility for mistakes. Complies with established control systems and rules	<u>GS-01-04</u> <u>GS-05-06</u> <u>GS-07-08</u> 2 3 5	<u>GS-05-10</u> <u>GS-11-13</u> <u>GS-14-15</u> 3 4 5
Attention to Detail	Is thorough when performing work and conscientious about attending to detail.	<u>GS-01-04</u> <u>GS-05-06</u> <u>GS-07-08</u> 2 3 5	<u>GS-05-10</u> <u>GS-11-13</u> <u>GS-14-15</u> 3 4 5
Customer Service	Works with customers to assess needs, provide assistance, resolve problems, satisfy expectations; knows products and services; is committed to providing quality products and services.	<u>GS-01-04</u> <u>GS-05-06</u> <u>GS-07-08</u> 2 3 5	<u>GS-05-10</u> <u>GS-11-13</u> <u>GS-14-15</u> 3 4 5

Competency	Definition	Required Proficiency Level - Administrative & Technical Positions			Required Proficiency Level - Management, Professional & GS- 1102 (Contract Specialist) Positions		
Interpersonal Skills	Shows understanding, friendliness, courtesy, tact, empathy, concern, and politeness to others; develops and maintains effective relationships with others; may include effectively dealing with individuals who are difficult, hostile, or distressed; relates well to people from varied backgrounds and different situations; is sensitive to cultural diversity, race, gender, disabilities, and other individual differences.	<u>GS-01-04</u>	<u>GS-05-06</u>	<u>GS-07-08</u>	<u>GS-05-10</u>	<u>GS-11-13</u>	<u>GS-14-15</u>
		2	3	5	3	4	5
Oral Communication	Expresses information (e.g., ideas or facts) to individuals or groups effectively, taking into account the audience and nature of the information (e.g., technical, sensitive, controversial); makes clear and convincing oral presentations; listens to others; attends to nonverbal cues, and responds appropriately.	<u>GS-01-04</u>	<u>GS-05-06</u>	<u>GS-07-08</u>	<u>GS-05-10</u>	<u>GS-11-13</u>	<u>GS-14-15</u>
		2	3	5	3	4	5
Problem Solving	Identifies and analyzes problems; weighs relevance and accuracy of information; generates and evaluates alternative solutions; makes recommendations.	<u>GS-01-04</u>	<u>GS-05-06</u>	<u>GS-07-08</u>	<u>GS-05-10</u>	<u>GS-11-13</u>	<u>GS-14-15</u>
		2	3	5	3	4	5

Competency	Definition	Required Proficiency Level - Administrative & Technical Positions	Required Proficiency Level - Management, Professional & GS- 1102 (Contract Specialist) Positions
Self-Management	Sets well-defined and realistic personal goals; displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.	<u>GS-01-04</u> <u>GS-05-06</u> <u>GS-07-08</u> 2 3 5	<u>GS-05-10</u> <u>GS-11-13</u> <u>GS-14-15</u> 3 4 5
Teamwork	Manages group processes; encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.	<u>GS-01-04</u> <u>GS-05-06</u> <u>GS-07-08</u> 2 3 5	<u>GS-05-10</u> <u>GS-11-13</u> <u>GS-14-15</u> 3 4 5
Written Communication	Expresses facts and ideas in writing in a succinct and organized manner.	<u>GS-01-04</u> <u>GS-05-06</u> <u>GS-07-08</u> 2 3 5	<u>GS-05-10</u> <u>GS-11-13</u> <u>GS-14-15</u> 3 4 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.