

Competency	Definition
Analyzing Data or Information	Identifying the underlying principles, reasons, or facts of information by breaking down information or data into separate parts.
Assisting and Caring for Others	Providing personal assistance, medical attention, emotional support, or other personal care to others such as patients or inmates (as part of assigned job duties).
Coaching and Developing Others	Identifying the developmental needs of others and coaching, mentoring, or otherwise helping others to improve their knowledge or skills.
Communicating With People Outside the Organization	Communicates with people outside of the organization (agency), representing the organization (agency) to customers, the public, government (federal, other state or local), and other external sources. Information can be exchanged in person, in writing (electronic or hard copy), or by telephone or email.
Communicating with Supervisors, Peers, and Subordinates	Provides information to supervisors, coworkers (peers), and subordinates (staff) by telephone, in written form (electronic or hard copy), or in person.
Controlling Machines and Processes	Using either control mechanisms or direct physical activity to operate machines or processes (not including computers or vehicles).
Coordinating the Work Activities of Others	Getting members of a group to work together to accomplish tasks.
Developing and Building Teams	Encouraging and building mutual trust, respect, and cooperation among team members.
Developing Objectives and Strategies	Establishes long range objectives and specifies the strategies and actions to achieve them.
Documenting/Recording Information	Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
Drafting, Laying Out, and Specifying Technical Devices, Parts, and Equipment	Providing documentation, detailed instructions, drawings, or specifications to tell others about how devices, parts, equipment, or structures are to be fabricated, constructed, assembled, modified, maintained, or used.
Establishing and Maintaining Interpersonal Relationships	Developing constructive and cooperative (professional) working relationships with others and maintaining them over time.
Estimating the Quantifiable Characteristics of Products, Events, or Information	Estimating sizes, distances, and quantities; or determining time, costs, resources, or materials needed to perform a work activity.
Evaluating Information to Determine Compliance with Standards	Using relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards.
Getting Information	Observes, receives, and otherwise obtains information from all relevant sources.
Guiding, Directing, and Motivating Subordinates	Providing guidance and direction to subordinates (staff), including setting performance standards and monitoring performance.
Handling and Moving Objects	Using hands and arms in handling, installing, positioning, and moving materials, and manipulating objects.

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Identifying Objects, Actions and Events	Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.
Inspecting Equipment, Structures, or Materials	Inspecting equipment, structures, or materials to identify the cause of errors or other problems or defects.
Interpreting the Meaning of Information for Others	Translates or explains what information means and how it can be used by others.
Judging the Qualities of Objects, Services, or People	Assessing the value, importance, or quality of objects or people.
Making Decisions and Solving Problems	Analyzing information and evaluating results to choose the best solution and solve problems.
Monitoring and Controlling Resources	Monitoring and controlling resources and overseeing the spending of money.
Monitoring Processes, Materials, or Surroundings	Monitoring and reviewing information from materials, events, or the environment to detect or assess problems.
Operating Vehicles, Mechanized Devices, or Equipment	Running, maneuvering, navigating, or driving vehicles or mechanized equipment, such as forklifts, passenger vehicles, aircraft, or watercraft.
Organizing, Planning and Prioritizing Work	Developing specific goals and plans to prioritize, organize, and accomplish work.
Performing Administrative Activities	Performing day-to-day (routine) administrative tasks such as maintaining information files and processing paperwork.
Performing for or Working Directly with the Public	Performing for people or dealing directly with the public. This includes serving customers, and receiving clients or guests (applicants, consumers, dependents, patients, inmates, recipients).
Performing General Physical Activities	Performing physical activities that require considerable use of your arms and legs and moving your whole body, such as climbing, lifting, balancing, walking, stopping, and handling of materials.
Processing Information	Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
Providing Consultation and Advice to Others	Providing guidance and expert advice to management or other groups on technical, systems-, or process-related topics.
Repairing and Maintaining Electronic Equipment	Servicing, repairing, calibrating, regulating, fine-tuning, or testing machines, devices, and equipment that operate primarily on the basis of electrical or electronic (not mechanical) principles.
Repairing and Maintaining Mechanical Equipment	Servicing, repairing, adjusting, and testing machines, moving parts, and equipment that operate primarily on the basis of mechanical (not electronic) principles.
Resolving Conflicts and Negotiating with Others	Handles complaints, settles disputes, and resolves grievances and conflicts, or otherwise negotiates with others.
Scheduling Work and Activities	Schedules events, programs, and activities, as well as the work of others.

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Selling or Influencing Others	Convinces others to buy merchandise/goods (use services) or to otherwise change their minds or actions.
Staffing Organizational Units	Recruiting, interviewing, selecting, hiring, and promoting employees in an organization.
Thinking Creatively	Developing, designing, or creating new applications, ideas, relationships, systems, or products, including artistic contributions.
Training and Teaching Others	Identifying the educational needs of others, developing formal educational or training programs or classes, and teaching or instructing others.
Updating and Using Relevant Knowledge	Keeping up-to-date technically and applying new knowledge to the job.
Working with Computers	Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.