

**INTERNATIONAL TRADE ADMINISTRATION
OFFICE OF HUMAN RESOURCES MANAGEMENT
COMPETENCY MODEL
EMPLOYMENT ADVISORY SERVICES GROUP - HR SPECIALISTS**

| Function | Competency Area/Competency Definition | Actions Demonstrating Competency | Sources of Training and Development |
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| Staffing | <p>Customer Service - <i>works with clients and customers to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations, knows available products and services and is committed to providing quality service.</i></p> <p>Technical Competence - <i>Uses knowledge acquired through formal training or extensive on-the-job experience to perform work, works with and understands technical information related to the job; advises others on technical issues.</i></p> <p>Oral & Written Communication (See definition below under classification)</p> | <p>Responds to inquiries from employees and managers regarding the federal recruitment process, application procedures, and other general employment questions.</p> <p>Applies OPM Guidelines, laws, and regulations related to recruitment and staffing programs, such as reduction-in-force, compensation and pay setting.</p> <p>Drafts vacancy announcements, job analysis documentation, selective placement factor justifications, and other related documents. Explains a variety of appointment authorities to employees and managers.</p> | <p>USDA Graduate School Front-line Customer Service Approx. Cost = \$225 Basic Staffing Approx. Cost = \$250 (self study), \$925 (classroom)</p> <p>Qualifications Analysis Approx. Cost = \$695</p> <p>Qualification Standards for GS Positions Approx. Cost = \$250 (self study) Pay Setting Approx. Cost = \$745 Reduction in Force Approx. Cost = \$270</p> <p>(See sources identified under classification)</p> |

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| <p>Compensation</p> | <p>Problem Solving - <i>Identifies rules, principles, or relationships that explain facts, data or other information; analyzes information and makes correct inferences or draws accurate conclusions.</i></p> <p>Customer Service - (see definition above)</p> | <p>Determines the appropriate pay rate for employees as a result of initial appointment, transfer, reinstatement, reassignment among pay systems, promotion, or change to lower grade.</p> <p>Provides timely responses to employees and managers regarding questions related to pay setting.</p> | <p>USDA Graduate School Pay Setting Approx. Cost = \$250</p> <p>(See customer service course identified above)</p> |
| <p>Classification</p> | <p>Oral & Written Communication - <i>expresses information to individuals or groups effectively, taking into account the audience and nature of the information; makes clear and convincing presentations; listens to others, attends to nonverbal cues. Recognizes or uses correct English grammar, punctuation, and spelling. Communicates information (for example, facts, ideas, or messages) in an organized manner; produces written information, which may include technical material, that is appropriate for the intended audience.</i></p> <p>Decision Making - <i>makes sound, well-informed, and objective decisions</i></p> | <p>Writes position descriptions, evaluation statements, position papers, desk audit findings, vacancy announcements, responses to inquiries on complex issues, etc.</p> <p>Presents information to a variety of audiences in the format of briefings, training, meetings, workgroups, etc.</p> <p>Determines the appropriate title, series, grade levels, and FLSA coverage for positions.</p> | <p>USDA Graduate School Basic Communication Approx. Cost = \$925</p> <p>Communicating for Results Approx. Cost = \$425</p> <p>Basic Classification Approx. Cost = \$1,800</p> <p>Advanced Classification Approx. Cost = \$775</p> <p>Position Management Approx. Cost = \$475</p> <p>FLSA Approx. Cost = 545</p> |

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| <p>Consulting & Advisory Services</p> | <p>Ethics - <i>contributes to maintaining the integrity of the organization; displays high standards of ethical conduct and understands the impact of violating the standards on an organization, self, and others; is trustworthy.</i></p> <p>Interpersonal Skills - <i>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, distressed; relates well to people from varied backgrounds and different situations; is sensitive to cultural diversity, race, gender, disabilities, and individual differences.</i></p> | <p>Advises managers and employees on a variety of recruitment and classification topics, i.e., appropriate recruitment sources and methods for filling positions, position management principles, pay setting, etc.</p> <p>Works effectively with co-workers, employees, managers, and colleagues within and outside the agency to carry out work efficiently.</p> | <p>Self Development, mentoring</p> <p>USDA Graduate School Interpersonal Communication Approx. Cost = 425</p> |
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| <p>Consulting & Advisory Services</p> | <p>Oral & Written Communication - <i>expresses information to individuals or groups effectively, taking into account the audience and nature of the information; makes clear and convincing presentations; listens to others, attends to nonverbal cues. Recognizes or uses correct English grammar, punctuation, and spelling. Communicates information (for example, facts, ideas, or messages) in an organized manner; produces written information, which may include technical material that is appropriate for the intended audience.</i></p> | <p>Prepares position papers, reports, recommendations, and presents briefings to a variety of audiences. Participates in meetings by expressing views and providing technical information needed to make decisions or to decide approaches to various HR activities.</p> | <p>See sources identified above.</p> |
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