



The Director

UNITED STATES OFFICE OF PERSONNEL MANAGEMENT
Washington, DC 20415

September 20, 2023

Memorandum For Chief Human Capital Officers

From: Kiran A. Ahuja
Director

Subject: Federal Workforce Competency Initiative - General Competencies and Competency Models

The U.S. Office of Personnel Management (OPM) is releasing the Federal Workforce Competency Initiative (FWCI) General Competencies and Competency Models for 80 occupational series. The FWCI is a governmentwide effort led by OPM that builds upon and updates a subset of the general competencies used in OPM's MOSAIC (Multipurpose Occupational Systems Analysis Inventory—Closed-ended) studies. This initiative supports [Executive Order 13932 - Modernizing and Reforming the Assessment and Hiring of Federal Job Candidates](#), issued on June 26, 2020, that directs important, merit-based reforms that will increase the use of valid, competency-based assessments and expands the use of skills-based hiring across the Federal Government. This initiative also supports the [President's Management Agenda Strategy 1.4](#), to build a personnel system to sustain the Federal government as a model employer by providing data-driven tools for agency human resources professionals in their workforce planning endeavors.

In support of this initiative, OPM conducted governmentwide [FWCI surveys](#) in 2021 to identify critical general competencies for the Professional, Administrative, Technical, Clerical, and other occupations. Over 90,000 Federal employees and supervisors from more than 300 job series were crucial in examining, rating, and participating in the development of the competency models for this phase of the FWCI. The FWCI survey was able to provide data on the importance of 32 competencies across 214 occupational series.

The survey results were used to develop competency models that will support the expanding use of skills-based hiring across the Federal Government with the increased use of valid assessments that carefully measure candidates' ability to perform the job. OPM is providing occupation-specific competency models for 80 select occupational series by grade for governmentwide high priority initiatives (Attachment 1).

For the FWCI, OPM focused on a subset of the general competencies from past MOSAIC studies. OPM explored emerging competencies for this study, which are highlighted in the FAQs. The competencies in the survey were selected because they were identified as being used governmentwide across multiple occupational categories. With the changing nature of work, it was important to verify that these competencies are still reflective of the work currently being performed in agencies. Along with the competencies included in the FWCI surveys, the remaining general and technical competencies included in the MOSAIC studies are still available for agency use.

OPM's MOSAIC Competencies publication has been updated and renamed to the Office of Personnel Management's FWCI and MOSAIC Competency Library (September 2023) (Attachment 2). The Library includes the FWCI competencies and definitions and the MOSAIC competencies and definitions.

We are pleased to provide the attached FWCI General Competencies and Competency Models to support your human resources efforts such as workforce planning, recruitment, employee selection, training and development, and performance management. We appreciate your assistance and support with this initiative. If you have any questions regarding the FWCI General Competencies, please contact April Davis, Director of Classification and Assessment Policy at competency@opm.gov.

Attachment 1: The Office of Personnel Management's (OPM) Federal Workforce Competency Initiative (FWCI) Competency Handbook (September 2023)

Attachment 2: The Office of Personnel Management's (OPM) Federal Workforce Competency Initiative (FWCI) and Multipurpose Occupational Systems Analysis Inventory-Close-Ended (MOSAIC) Competency Library (September 2023)

Attachment 3: Federal Workforce Competency Initiative (FWCI) Frequently Asked Questions

cc: Deputy Chief Human Capital Officers and Human Resources Directors

OPM Federal Workforce Competency Initiative (FWCI) Competency Handbook



In support of EO 13932 and PMA 1.4, OPM is releasing the *OPM Federal Workforce Competency Initiative (FWCI) Competency Handbook* (publication 03528-H) that includes additional competency models to support the expanding use of skills-based hiring across the Federal Government.

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Background

The U.S. Office of Personnel Management (OPM) released the Federal Workforce Competency Initiative (FWCI) General Competencies and Competency Models. The FWCI is a governmentwide effort led by OPM that builds upon and updates a subset of the general competencies used in OPM's MOSAIC (Multipurpose Occupational Systems Analysis Inventory—Closed-ended) studies. These competencies will support the expanding use of skills-based hiring across the Federal Government with the increased use of valid assessments that carefully measure candidates' ability to perform the job. Please refer to OPM's [FWCI and MOSAIC Competency Library \(September 2023\)](#) for more information.

In support of this initiative, OPM conducted a governmentwide survey to identify critical competencies for 214 occupational series. Over 90,000 Federal employees and supervisors from more than 300 job series were crucial in examining, rating, and participating in the development of the general competency models for this phase of the FWCI. In September 2023, OPM issued the [Federal Workforce Competency Initiative Competencies and Competency Models memo](#) that provided occupation-specific competency models for 80 select occupational series by grade for agency efforts such as workforce planning, recruitment, employee selection, training and development, and performance management.

OPM presents the FWCI Competency Handbook. This Handbook consists of occupation-specific competency models for 80 select occupational series by grade. The models are organized by job family, beginning with a table showing the series and grades for which competencies are provided. The following tables present the general competencies that have been confirmed as appropriate for selection on a governmentwide basis for 80 occupational series at the grades indicated. Agencies are responsible for conducting job analyses for work responsibilities outside the identified series and grades in this Handbook. Similarly, agencies must determine the applicability of these competencies to positions that do not perform the full range of work within the identified series. Please refer to OPM's [Delegated Examining Operations Handbook](#) for more information on conducting a job analysis.

00XX – Miscellaneous Occupations Competencies Series By Grade

Series	Title	Grades
0006	Correctional Institution Administration Series	11, 12
0007	Correctional Officer Series	6, 7, 8, 9
0018	Safety and Occupational Health Management Series	9, 11, 12, 13, 14
0020	Community Planning Series	11, 12, 13
0023	Outdoor Recreation Planning Series	11
0025	Park Ranger Series	5, 7, 9, 11, 12
0028	Environmental Protection Specialist Series	9, 11, 12, 13, 14, 15
0060	Chaplain Series	11, 12
0080	Security Administration Series	7, 9, 11, 12, 13, 14, 15
0081	Fire Protection and Prevention Series	7, 8, 9, 10, 11
0083	Police Series	6, 7, 8, 9
0085	Security Guard Series	4
0086	Security Clerical and Assistance Series	4, 5, 6, 7
0089	Emergency Management Specialist Series	9, 11, 12, 13, 14, 15
0090	Guide Series	5

0006-Correctional Institution Administration Series

0006-Correctional Institution Administration Competencies	
Grade 11	Grade 12
<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • External Awareness • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • External Awareness • Flexibility • Influencing/Negotiating • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Organizational Awareness • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technology Application • Writing

0007-Correctional Officer Series

0007-Correctional Officer Competencies			
Grade 6	Grade 7	Grade 8	Grade 9
<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Decision Making • Digital Collaboration • Flexibility • Influencing/Negotiating • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Organizational Awareness • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technical Competence • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technical Competence • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Decision Making • External Awareness • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Organizational Awareness • Partnering • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • External Awareness • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing

0018-Safety and Occupational Health Management Series

0018-Safety and Occupational Health Management Competencies				
Grade 9	Grade 11	Grade 12	Grade 13	Grade 14
<ul style="list-style-type: none"> • Attention to Detail • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Reading Comprehension • Reasoning • Resilience • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Creative Thinking • Customer Service • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technical Competence • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • External Awareness • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • External Awareness • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing

0020-Community Planning Series

0020-Community Planning Competencies		
Grade 11	Grade 12	Grade 13
<ul style="list-style-type: none"> • Attention to Detail • Flexibility • Integrity/Honesty • Interpersonal Skills • Reading Comprehension • Reasoning • Teamwork • Technical Competence • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Creative Thinking • Customer Service • Flexibility • Information Management • Integrity/Honesty • Interpersonal Skills • Memory • Oral Communication • Planning and Evaluating • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • External Awareness • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Writing

0023-Outdoor Recreation Planning Series

0023-Outdoor Recreation Planning Competencies

Grade 11

- Attention to Detail
- Creative Thinking
- Customer Service
- Decision Making
- Flexibility
- Influencing/Negotiating
- Integrity/Honesty
- Interpersonal Skills
- Learning
- Memory
- Oral Communication
- Planning and Evaluating
- Problem Solving
- Reading Comprehension
- Reasoning
- Resilience
- Self-Management
- Supporting Diversity
- Teaching Others
- Teamwork
- Technical Competence
- Writing

0025-Park Ranger Series

0025-Park Ranger Competencies				
Grade 5	Grade 7	Grade 9	Grade 11	Grade 12
<ul style="list-style-type: none"> • Attention to Detail • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Reading Comprehension • Reasoning 	<ul style="list-style-type: none"> • Attention to Detail • Creative Thinking • Customer Service • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Oral Communication • Reading Comprehension • Reasoning • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • External Awareness • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • External Awareness • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing

0028-Environmental Protection Specialist Series

0028-Environmental Protection Specialist Competencies					
Grade 9	Grade 11	Grade 12	Grade 13	Grade 14	Grade 15
<ul style="list-style-type: none"> • Attention to Detail • Integrity/Honesty • Interpersonal Skills • Memory • Reading Comprehension • Reasoning • Resilience • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Reading Comprehension • Reasoning • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Creative Thinking • Customer Service • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technical Competence • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • External Awareness • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • External Awareness • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Writing

0060-Chaplain Series

0060-Chaplain Competencies	
Grade 11	Grade 12
<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • Flexibility • Influencing/Negotiating • Integrity/Honesty • Interpersonal Skills • Learning • Oral Communication • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Flexibility • Influencing/Negotiating • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Writing

0080-Security Administration Series

0080-Security Administration Competencies			
Grade 7	Grade 9	Grade 11	Grade 12
<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Flexibility • Integrity/Honesty • Interpersonal Skills • Reading Comprehension • Supporting Diversity • Teamwork 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Oral Communication • Reading Comprehension • Reasoning • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Oral Communication • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Flexibility • Information Management • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technical Competence • Technology Application • Writing

0080-Security Administration Competencies		
Grade 13	Grade 14	Grade 15
<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • External Awareness • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • External Awareness • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • External Awareness • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Writing

0081-Fire Protection and Prevention Series

0081-Fire Protection and Prevention Competencies				
Grade 7	Grade 8	Grade 9	Grade 10	Grade 11
<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Reading Comprehension • Resilience • Supporting Diversity • Teamwork • Technical Competence 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Oral Communication • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technical Competence • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • External Awareness • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • External Awareness • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • External Awareness • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing

0083-Police Series

0083-Police Competencies			
Grade 6	Grade 7	Grade 8	Grade 9
<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Oral Communication • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Customer Service • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Organizational Awareness • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • External Awareness • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing

0085-Security Guard Series

0085-Security Guard Competencies

Grade 4

- Attention to Detail
- Customer Service
- Decision Making
- Flexibility
- Integrity/Honesty
- Interpersonal Skills
- Memory
- Oral Communication
- Reading Comprehension
- Reasoning
- Supporting Diversity
- Teamwork
- Writing

0086-Security Clerical and Assistance Series

0086-Security Clerical and Assistance Competencies			
Grade 4	Grade 5	Grade 6	Grade 7
<ul style="list-style-type: none"> • Conflict Management • Customer Service • Integrity/Honesty • Interpersonal Skills • Oral Communication • Reading Comprehension • Resilience • Self-Management • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Integrity/Honesty • Interpersonal Skills • Memory • Oral Communication • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Organizational Awareness • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Customer Service • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Oral Communication • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technology Application • Writing

0089-Emergency Management Specialist Series

0089-Emergency Management Specialist Competencies					
Grade 9	Grade 11	Grade 12	Grade 13	Grade 14	Grade 15
<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Reading Comprehension • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • External Awareness • Flexibility • Influencing/Negotiating • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • External Awareness • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • External Awareness • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Writing

0090-Guide Series

0090-Guide Competencies

Grade 5

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|---|
| <ul style="list-style-type: none">• Attention to Detail• Customer Service• Flexibility• Integrity/Honesty• Interpersonal Skills• Oral Communication• Reading Comprehension• Reasoning• Resilience• Self-Management• Supporting Diversity• Teamwork |
|---|

1XX - Social Science, Psychology, and Welfare Competencies

Series	Title	Grades
0101	Social Science	7, 9, 11, 12, 13, 14, 15
0110	Economist	9, 11, 12, 13, 14, 15
0180	Psychology	11, 12, 13, 14, 15
0185	Social Work	9, 11, 12

0101-Social Science Series

0101-Social Science Competencies			
Grade 7	Grade 9	Grade 11	Grade 12
<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Oral Communication • Reading Comprehension • Resilience • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Oral Communication • Reading Comprehension • Self-Management • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Flexibility • Information Management • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technical Competence • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technical Competence • Writing

0101-Social Science Competencies

Grade 13	Grade 14	Grade 15
<ul style="list-style-type: none">• Attention to Detail• Conflict Management• Creative Thinking• Customer Service• Decision Making• Flexibility• Influencing/Negotiating• Information Management• Integrity/Honesty• Interpersonal Skills• Learning• Memory• Oral Communication• Planning and Evaluating• Problem Solving• Reading Comprehension• Reasoning• Resilience• Self-Management• Supporting Diversity• Teamwork• Technical Competence• Technology Application• Writing	<ul style="list-style-type: none">• Attention to Detail• Conflict Management• Creative Thinking• Customer Service• Decision Making• Digital Collaboration• External Awareness• Flexibility• Influencing/Negotiating• Information Management• Integrity/Honesty• Interpersonal Skills• Leadership• Learning• Mathematical Reasoning• Memory• Oral Communication• Organizational Awareness• Partnering• Planning and Evaluating• Problem Solving• Project Management• Reading Comprehension• Reasoning• Resilience• Self-Management• Supporting Diversity• Teaching Others• Teamwork• Technical Competence• Technology Application• Writing	<ul style="list-style-type: none">• Attention to Detail• Conflict Management• Creative Thinking• Customer Service• Decision Making• External Awareness• Flexibility• Influencing/Negotiating• Information Management• Integrity/Honesty• Interpersonal Skills• Leadership• Learning• Memory• Oral Communication• Partnering• Planning and Evaluating• Problem Solving• Project Management• Reading Comprehension• Reasoning• Resilience• Self-Management• Supporting Diversity• Teaching Others• Teamwork• Technical Competence• Technology Application• Writing

0110-Economist Series

0110-Economist Competencies			
Grade 9	Grade 11	Grade 12	Grade 13
<ul style="list-style-type: none"> • Attention to Detail • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Problem Solving • Reading Comprehension • Reasoning • Resilience 	<ul style="list-style-type: none"> • Attention to Detail • Creative Thinking • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Creative Thinking • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Mathematical Reasoning • Memory • Oral Communication • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Creative Thinking • Decision Making • Flexibility • Information Management • Integrity/Honesty • Interpersonal Skills • Learning • Mathematical Reasoning • Memory • Oral Communication • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technical Competence • Technology Application • Writing

0110-Economist Competencies

Grade 14	Grade 15
<ul style="list-style-type: none">• Attention to Detail• Creative Thinking• Decision Making• Flexibility• Information Management• Integrity/Honesty• Interpersonal Skills• Learning• Mathematical Reasoning• Memory• Oral Communication• Planning and Evaluating• Problem Solving• Reading Comprehension• Reasoning• Resilience• Self-Management• Supporting Diversity• Teaching Others• Teamwork• Technical Competence• Technology Application• Writing	<ul style="list-style-type: none">• Attention to Detail• Conflict Management• Creative Thinking• Customer Service• Decision Making• Digital Collaboration• External Awareness• Flexibility• Influencing/Negotiating• Information Management• Integrity/Honesty• Interpersonal Skills• Leadership• Learning• Mathematical Reasoning• Memory• Oral Communication• Organizational Awareness• Partnering• Planning and Evaluating• Problem Solving• Project Management• Reading Comprehension• Reasoning• Resilience• Self-Management• Supporting Diversity• Teaching Others• Teamwork• Technical Competence• Technology Application• Writing

0180-Psychology Series

0180-Psychology Competencies				
Grade 11	Grade 12	Grade 13	Grade 14	Grade 15
<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Customer Service • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Customer Service • Decision Making • Flexibility • Influencing/Negotiating • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Planning and Evaluating • Problem Solving • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Flexibility • Influencing/Negotiating • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technical Competence • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • External Awareness • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Mathematical Reasoning • Memory • Oral Communication • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • External Awareness • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Mathematical Reasoning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing

0185-Social Work Series

0185-Social Work Competencies		
Grade 9	Grade 11	Grade 12
<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Oral Communication • Reading Comprehension • Resilience • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Customer Service • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Oral Communication • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technology Application • Writing

02XX – Human Resources Management Competencies Series By Grade

Series	Title	Grades
0203	Human Resources Assistant	5, 6, 7

0203-Human Resources Assistance Series

0203-Human Resources Assistance Competencies		
Grade 5	Grade 6	Grade 7
<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Integrity/Honesty • Interpersonal Skills • Reading Comprehension • Resilience • Supporting Diversity 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Oral Communication • Reading Comprehension • Resilience • Self-Management • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Creative Thinking • Customer Service • Decision Making • Flexibility • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Memory • Oral Communication • Organizational Awareness • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technical Competence • Technology Application • Writing

03XX - General Administrative, Clerical, and Office Services Competencies Series By Grade

Series	Title	Grades
0301	Miscellaneous Administration and Program	7, 9, 11, 12, 13, 14, 15
0303	Miscellaneous Clerk and Assistant	4, 5, 6, 7, 8
0305	Mail And File	4, 5
0306	Government Information Specialist	9, 11, 12, 13, 14
0308	Records and Information Management	9, 11, 12, 13
0318	Secretary	5, 6, 7, 8, 9
0326	Office Automation Clerical and Assistance	5, 6, 7
0335	Computer Clerk and Assistant	9
0341	Administrative Officer	9, 11, 12, 13, 14
0342	Support Services Administration	6, 7, 9, 11, 12, 13
0344	Management and Program Clerical and Assistance	5, 6, 7
0346	Logistics Management	7, 9, 11, 12, 13, 14
0356	Data Transcriber	4
0360	Equal Opportunity Compliance	11, 12, 13, 14
0391	Telecommunications	9, 11, 12, 13, 14

0301-Miscellaneous Administration and Program Series

0301-Miscellaneous Administration and Program Competencies			
Grade 7	Grade 9	Grade 11	Grade 12
<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Reading Comprehension • Supporting Diversity • Teamwork 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Reading Comprehension • Resilience • Self-Management • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technical Competence • Technology Application • Writing

0301-Miscellaneous Administration and Program Competencies

Grade 13	Grade 14	Grade 15
<ul style="list-style-type: none">• Attention to Detail• Conflict Management• Creative Thinking• Customer Service• Decision Making• Flexibility• Influencing/Negotiating• Information Management• Integrity/Honesty• Interpersonal Skills• Leadership• Learning• Memory• Oral Communication• Planning and Evaluating• Problem Solving• Reading Comprehension• Reasoning• Resilience• Self-Management• Supporting Diversity• Teamwork• Technical Competence• Technology Application• Writing	<ul style="list-style-type: none">• Attention to Detail• Conflict Management• Creative Thinking• Customer Service• Decision Making• External Awareness• Flexibility• Influencing/Negotiating• Information Management• Integrity/Honesty• Interpersonal Skills• Leadership• Learning• Memory• Oral Communication• Partnering• Planning and Evaluating• Problem Solving• Project Management• Reading Comprehension• Reasoning• Resilience• Self-Management• Supporting Diversity• Teaching Others• Teamwork• Technical Competence• Technology Application• Writing	<ul style="list-style-type: none">• Attention to Detail• Conflict Management• Creative Thinking• Customer Service• Decision Making• External Awareness• Flexibility• Influencing/Negotiating• Information Management• Integrity/Honesty• Interpersonal Skills• Leadership• Learning• Memory• Oral Communication• Organizational Awareness• Partnering• Planning and Evaluating• Problem Solving• Project Management• Reading Comprehension• Reasoning• Resilience• Self-Management• Supporting Diversity• Teaching Others• Teamwork• Technical Competence• Writing

0303-Miscellaneous Clerk and Assistant Series

0303-Miscellaneous Clerk and Assistant Competencies				
Grade 4	Grade 5	Grade 6	Grade 7	Grade 8
<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Oral Communication • Reading Comprehension • Resilience • Self-Management • Supporting Diversity 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Oral Communication • Reading Comprehension • Resilience • Self-Management • Supporting Diversity • Teamwork 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Oral Communication • Reading Comprehension • Resilience • Self-Management • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Oral Communication • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technical Competence • Technology Application • Writing

0305-Mail and File Series

0305-Mail and File Competencies	
Grade 4	Grade 5
<ul style="list-style-type: none">• Attention to Detail• Conflict Management• Customer Service• Decision Making• Integrity/Honesty• Interpersonal Skills• Reading Comprehension• Supporting Diversity• Teamwork	<ul style="list-style-type: none">• Attention to Detail• Customer Service• Decision Making• Flexibility• Integrity/Honesty• Interpersonal Skills• Memory• Oral Communication• Reading Comprehension• Supporting Diversity• Teamwork

0306-Government Information Specialist Series

0306-Government Information Specialist Competencies				
Grade 9	Grade 11	Grade 12	Grade 13	Grade 14
<ul style="list-style-type: none"> • Attention to Detail • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Reading Comprehension • Resilience • Supporting Diversity 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Problem Solving • Reading Comprehension • Resilience • Self-Management • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Decision Making • Digital Collaboration • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • External Awareness • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • External Awareness • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing

0308-Records & Information Management Series

0308-Records & Information Management Competencies			
Grade 9	Grade 11	Grade 12	Grade 13
<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Flexibility • Integrity/Honesty • Interpersonal Skills • Oral Communication • Reading Comprehension • Self-Management • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Flexibility • Integrity/Honesty • Interpersonal Skills • Oral Communication • Problem Solving • Reading Comprehension • Reasoning • Supporting Diversity • Teamwork • Technical Competence • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Decision Making • Digital Collaboration • Flexibility • Information Management • Integrity/Honesty • Interpersonal Skills • Oral Communication • Partnering • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing

0318-Secretary Series

0318-Secretary Competencies				
Grade 5	Grade 6	Grade 7	Grade 8	Grade 9
<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Integrity/Honesty • Interpersonal Skills • Memory • Oral Communication • Reading Comprehension • Resilience • Self-Management • Supporting Diversity • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Creative Thinking • Customer Service • Digital Collaboration • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Planning and Evaluating • Problem Solving • Reading Comprehension • Resilience • Self-Management • Supporting Diversity • Teamwork • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Reading Comprehension • Reasoning • Resilience • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Oral Communication • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Writing

0326-Office Automation Clerical and Assistance Series

0326-Office Automation Clerical and Assistance Competencies		
Grade 5	Grade 6	Grade 7
<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Decision Making • Integrity/Honesty • Interpersonal Skills • Memory • Reading Comprehension • Reasoning • Resilience • Supporting Diversity • Teamwork • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Flexibility • Integrity/Honesty • Interpersonal Skills • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technology Application • Writing

0335-Computer Clerk and Assistant Series

0335-Computer Clerk and Assistant Competencies

Grade 9

- Attention to Detail
- Customer Service
- Decision Making
- Flexibility
- Information Management
- Integrity/Honesty
- Interpersonal Skills
- Learning
- Memory
- Oral Communication
- Planning and Evaluating
- Problem Solving
- Reading Comprehension
- Reasoning
- Resilience
- Self-Management
- Teamwork
- Writing

0341-Administrative Officer Series

0341-Administrative Officer Competencies				
Grade 9	Grade 11	Grade 12	Grade 13	Grade 14
<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Integrity/Honesty • Interpersonal Skills • Reading Comprehension • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Reading Comprehension • Resilience • Self-Management • Teamwork • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Creative Thinking • Customer Service • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Oral Communication • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Flexibility • Influencing/Negotiating • Integrity/Honesty • Interpersonal Skills • Leadership • Memory • Oral Communication • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing

0342-Support Services Administration Series

0342-Support Services Administration Competencies			
Grade 6	Grade 7	Grade 9	Grade 11
<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Problem Solving • Reading Comprehension • Reasoning • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Reading Comprehension • Resilience • Supporting Diversity • Teamwork 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Oral Communication • Problem Solving • Reading Comprehension • Supporting Diversity • Teamwork 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Mathematical Reasoning • Memory • Oral Communication • Problem Solving • Reading Comprehension • Resilience • Self-Management • Supporting Diversity • Teamwork • Technology Application • Writing

0342-Support Services Administration Competencies

Grade 12	Grade 13
<ul style="list-style-type: none">• Attention to Detail• Conflict Management• Creative Thinking• Customer Service• Decision Making• Digital Collaboration• Flexibility• Information Management• Integrity/Honesty• Interpersonal Skills• Leadership• Learning• Mathematical Reasoning• Memory• Oral Communication• Organizational Awareness• Planning and Evaluating• Problem Solving• Project Management• Reading Comprehension• Reasoning• Resilience• Self-Management• Supporting Diversity• Teaching Others• Teamwork• Technical Competence• Technology Application• Writing	<ul style="list-style-type: none">• Attention to Detail• Conflict Management• Creative Thinking• Customer Service• Decision Making• Digital Collaboration• External Awareness• Flexibility• Influencing/Negotiating• Information Management• Integrity/Honesty• Interpersonal Skills• Leadership• Learning• Mathematical Reasoning• Memory• Oral Communication• Organizational Awareness• Partnering• Planning and Evaluating• Problem Solving• Project Management• Reading Comprehension• Reasoning• Resilience• Self-Management• Supporting Diversity• Teaching Others• Teamwork• Technical Competence• Technology Application• Writing

0344-Management and Program Clerical and Assistance Series

0344-Management and Program Clerical and Assistance Competencies		
Grade 5	Grade 6	Grade 7
<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Integrity/Honesty • Interpersonal Skills • Memory • Reading Comprehension • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Flexibility • Information Management • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Technology Application • Writing

0346-Logistics Management Series

0346-Logistics Management Competencies					
Grade 7	Grade 9	Grade 11	Grade 12	Grade 13	Grade 14
<ul style="list-style-type: none"> • Attention to Detail • Integrity/Honesty • Interpersonal Skills • Memory • Reading Comprehension • Supporting Diversity 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Integrity/Honesty • Interpersonal Skills • Memory • Reading Comprehension • Supporting Diversity • Teamwork 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Oral Communication • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Creative Thinking • Customer Service • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • External Awareness • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing

0356-Data Transcriber Series

0356-Data Transcriber Competencies

Grade 4

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| <ul style="list-style-type: none">• Attention to Detail• Flexibility• Integrity/Honesty• Interpersonal Skills• Learning• Memory• Reading Comprehension• Resilience• Self-Management• Supporting Diversity• Teamwork• Technology Application |
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0360-Equal Opportunity Compliance Series

0360-Equal Opportunity Compliance Competencies			
Grade 11	Grade 12	Grade 13	Grade 14
<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Flexibility • Influencing/Negotiating • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technical Competence • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • External Awareness • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing

0391-Telecommunications Series

0391-Telecommunications Competencies				
Grade 9	Grade 11	Grade 12	Grade 13	Grade 14
<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Reading Comprehension • Supporting Diversity • Teamwork • Technology Application 	<ul style="list-style-type: none"> • Attention to Detail • Creative Thinking • Customer Service • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Flexibility • Influencing/Negotiating • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Writing

04XX – Natural Resources Management and Biological Sciences Group Competencies

Series By Grade

Series	Title	Grades
0404	Biological Science Technician	5, 6, 7, 8, 9, 11
0462	Forestry Technician	5, 6, 7, 8, 9, 11

0404-Biological Science Technician Series

0404-Biological Science Technician Competencies					
Grade 5	Grade 6	Grade 7	Grade 8	Grade 9	Grade 11
<ul style="list-style-type: none"> • Attention to Detail • Integrity/Honesty • Interpersonal Skills • Memory • Reading Comprehension 	<ul style="list-style-type: none"> • Attention to Detail • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Reading Comprehension • Reasoning • Resilience • Self-Management • Teamwork 	<ul style="list-style-type: none"> • Attention to Detail • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Reading Comprehension • Reasoning • Resilience • Self-Management • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Flexibility • Integrity/Honesty • Interpersonal Skills • Mathematical Reasoning • Memory • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Creative Thinking • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Creative Thinking • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Mathematical Reasoning • Memory • Oral Communication • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technical Competence • Writing

0462-Forestry Technician Series

0462-Forestry Technician Competencies					
Grade 5	Grade 6	Grade 7	Grade 8	Grade 9	Grade 11
<ul style="list-style-type: none"> • Attention to Detail • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Resilience • Teamwork 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Oral Communication • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Teamwork 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Teaching Others • Teamwork • Technical Competence • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • External Awareness • Flexibility • Influencing/Negotiating • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Flexibility • Influencing/Negotiating • Integrity/Honesty • Interpersonal Skills • Leadership • Memory • Organizational Awareness • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • External Awareness • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Mathematical Reasoning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing

05XX – Accounting and Budget Competencies Series By Grade

Series	Title	Grades
0501	Financial Administration and Program	7, 9, 11, 12, 13, 14, 15
0510	Accounting	7, 9, 11, 12, 13, 14, 15
0560	Budget Analysis	7, 9, 11, 12, 13, 14, 15

0501-Financial Administration and Program Series

0501-Financial Administration and Program Competencies			
Grade 7	Grade 9	Grade 11	Grade 12
<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Reading Comprehension • Self-Management • Supporting Diversity • Teamwork 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Reading Comprehension • Resilience • Self-Management • Supporting Diversity • Teamwork • Technology Application 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Oral Communication • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technical Competence • Writing

0501-Financial Administration and Program Competencies		
Grade 13	Grade 14	Grade 15
<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • Flexibility • Information Management • Integrity/Honesty • Interpersonal Skills • Learning • Mathematical Reasoning • Memory • Oral Communication • Partnering • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • External Awareness • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Mathematical Reasoning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • External Awareness • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Mathematical Reasoning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing

0510-Accounting Series

0510-Accounting Competencies				
Grade 7	Grade 9	Grade 11	Grade 12	Grade 13
<ul style="list-style-type: none"> • Attention to Detail • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Reading Comprehension • Supporting Diversity • Teamwork 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Integrity/Honesty • Interpersonal Skills • Memory • Reading Comprehension • Self-Management • Teamwork 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Integrity/Honesty • Interpersonal Skills • Memory • Oral Communication • Problem Solving • Reading Comprehension • Reasoning • Self-Management • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Learning • Mathematical Reasoning • Memory • Oral Communication • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing

0510-Accounting Competencies

Grade 14	Grade 15
<ul style="list-style-type: none">• Attention to Detail• Conflict Management• Creative Thinking• Customer Service• Decision Making• Flexibility• Influencing/Negotiating• Information Management• Integrity/Honesty• Interpersonal Skills• Leadership• Learning• Mathematical Reasoning• Memory• Oral Communication• Organizational Awareness• Partnering• Planning and Evaluating• Problem Solving• Reading Comprehension• Reasoning• Resilience• Self-Management• Supporting Diversity• Teaching Others• Teamwork• Technical Competence• Technology Application• Writing	<ul style="list-style-type: none">• Attention to Detail• Conflict Management• Creative Thinking• Customer Service• Decision Making• External Awareness• Flexibility• Influencing/Negotiating• Information Management• Integrity/Honesty• Interpersonal Skills• Leadership• Learning• Mathematical Reasoning• Memory• Oral Communication• Organizational Awareness• Partnering• Planning and Evaluating• Problem Solving• Project Management• Reading Comprehension• Reasoning• Resilience• Self-Management• Supporting Diversity• Teaching Others• Teamwork• Technical Competence• Technology Application• Writing

0560-Budget Analysis Series

0560-Budget Analysis Competencies				
Grade 7	Grade 9	Grade 11	Grade 12	Grade 13
<ul style="list-style-type: none"> • Attention to Detail • Integrity/Honesty • Interpersonal Skills • Reading Comprehension • Supporting Diversity • Teamwork 	<ul style="list-style-type: none"> • Attention to Detail • Integrity/Honesty • Interpersonal Skills • Memory • Reading Comprehension • Teamwork 	<ul style="list-style-type: none"> • Attention to Detail • Creative Thinking • Customer Service • Flexibility • Integrity/Honesty • Interpersonal Skills • Mathematical Reasoning • Memory • Oral Communication • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Creative Thinking • Customer Service • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Mathematical Reasoning • Memory • Oral Communication • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Creative Thinking • Customer Service • Decision Making • Flexibility • Information Management • Integrity/Honesty • Interpersonal Skills • Learning • Mathematical Reasoning • Memory • Oral Communication • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technical Competence • Technology Application • Writing

0560-Budget Analysis Competencies	
Grade 14	Grade 15
<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • External Awareness • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Mathematical Reasoning • Memory • Oral Communication • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • External Awareness • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Mathematical Reasoning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing

6XX – Medical, Hospital, Dental & Public Health Competencies Series By Grade

Series	Title	Grades
0640	Health Aid and Technician	3, 4, 5, 6, 7, 8, 9

0640-Health Aid and Technician Series

0640-Health Aid and Technician Competencies				
Grade 3	Grade 4	Grade 5	Grade 6	Grade 7
<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Resilience 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Oral Communication • Reading Comprehension • Resilience • Supporting Diversity • Teamwork 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Oral Communication • Reading Comprehension • Resilience • Self-Management • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Oral Communication • Reading Comprehension • Resilience • Self-Management • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Oral Communication • Problem Solving • Reading Comprehension • Resilience • Self-Management • Supporting Diversity • Teamwork • Writing

0640-Health Aid and Technician Competencies	
Grade 8	Grade 9
<ul style="list-style-type: none"> • Attention to Detail • Creative Thinking • Customer Service • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Creative Thinking • Customer Service • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Oral Communication • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Writing

07XX - Veterinary Medical Science Competencies Series By Grade

Series	Title	Grades
0701	Veterinary Medical Science	12, 13, 14
0704	Animal Health Technician	8

0701-Veterinary Medical Science Series

0701-Veterinary Medical Science Competencies		
Grade 12	Grade 13	Grade 14
<ul style="list-style-type: none"> • Attention to Detail • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Creative Thinking • Customer Service • Decision Making • Flexibility • Influencing/Negotiating • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Partnering • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technical Competence • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Flexibility • Influencing/Negotiating • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Partnering • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing

0704-Animal Health Technician Series

0704-Animal Health Technician Competencies

Grade 8

- Attention to Detail
- Conflict Management
- Creative Thinking
- Customer Service
- Decision Making
- Flexibility
- Integrity/Honesty
- Interpersonal Skills
- Learning
- Memory
- Oral Communication
- Planning and Evaluating
- Problem Solving
- Reading Comprehension
- Reasoning
- Resilience
- Self-Management
- Supporting Diversity
- Teamwork
- Writing

09XX- Legal and Kindred Competencies Series By Grade

Series	Title	Grades
0901	General Legal and Kindred Administration	7, 9, 11, 12, 13
0905	General Attorney	11, 12, 13, 14, 15
0930	Hearings and Appeals	11, 12, 13, 14
0950	Paralegal Specialist	7, 9, 11, 12, 13
0962	Contact Representative	5, 6, 7, 8, 9
0963	Legal Instruments Examining	7, 10
0967	Passport and Visa Examining	9, 11
0986	0986-Legal Assistance	5,6,7,8,9
0991	Worker's Compensation Claims Examining	12
0993	Railroad Retirement Claims Examining	11
0996	Veterans Claims Examining	7, 9, 11, 12, 13

0901-General Legal and Kindred Administration Series

0901-General Legal and Kindred Administration Competencies				
Grade 7	Grade 9	Grade 11	Grade 12	Grade 13
<ul style="list-style-type: none"> • Attention to Detail • Integrity/Honesty • Interpersonal Skills • Memory • Reading Comprehension • Reasoning • Resilience • Supporting Diversity • Teamwork • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Decision Making • Digital Collaboration • Flexibility • Information Management • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • Flexibility • Information Management • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • External Awareness • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing

0905-General Attorney Series

0905-General Attorney Competencies				
Grade 11	Grade 12	Grade 13	Grade 14	Grade 15
<ul style="list-style-type: none"> • Attention to Detail • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Creative Thinking • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Oral Communication • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Flexibility • Influencing/Negotiating • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Writing

0930-Hearings and Appeals Series

0930-Hearings and Appeals Competencies			
Grade 11	Grade 12	Grade 13	Grade 14
<ul style="list-style-type: none"> • Attention to Detail • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Oral Communication • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Flexibility • Influencing/Negotiating • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technical Competence • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Flexibility • Influencing/Negotiating • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technical Competence • Writing

0950-Paralegal Specialist Series

0950-Paralegal Specialist Competencies				
Grade 7	Grade 9	Grade 11	Grade 12	Grade 13
<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Reading Comprehension • Resilience • Self-Management • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Reading Comprehension • Resilience • Self-Management • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Oral Communication • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • Flexibility • Information Management • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Flexibility • Influencing/Negotiating • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Organizational Awareness • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Writing

0962-Contact Representative Series

0962-Contact Representative Competencies				
Grade 5	Grade 6	Grade 7	Grade 8	Grade 9
<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Oral Communication • Reading Comprehension • Resilience • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Oral Communication • Reading Comprehension • Resilience • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Decision Making • Digital Collaboration • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Mathematical Reasoning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing

0963-Legal Instruments Examining Series

0963-Legal Instruments Examining Competencies	
Grade 7	Grade 10
<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Decision Making • Flexibility • Integrity/Honesty • Memory • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Creative Thinking • Customer Service • Flexibility • Integrity/Honesty • Interpersonal Skills • Leadership • Memory • Partnering • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing

0967-Passport and Visa Examining Series

0967-Passport and Visa Examining Competencies	
Grade 9	Grade 11
<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork 	<ul style="list-style-type: none"> • Attention to Detail • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • Flexibility • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Organizational Awareness • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing

0986-Legal Assistance Series

0986-Legal Assistance Competencies				
Grade 5	Grade 6	Grade 7	Grade 8	Grade 9
<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Flexibility • Integrity/Honesty • Interpersonal Skills 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technology Application 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Reading Comprehension • Resilience • Self-Management • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Creative Thinking • Customer Service • Decision Making • Flexibility • Information Management • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Oral Communication • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technical Competence • Writing

0991-Worker's Compensation Claims Examining Series

0991-Worker's Compensation Claims Examining Competencies

Grade 12

- Attention to Detail
- Conflict Management
- Creative Thinking
- Customer Service
- Decision Making
- Flexibility
- Influencing/Negotiating
- Information Management
- Integrity/Honesty
- Interpersonal Skills
- Leadership
- Learning
- Memory
- Oral Communication
- Organizational Awareness
- Planning and Evaluating
- Problem Solving
- Reading Comprehension
- Reasoning
- Resilience
- Self-Management
- Supporting Diversity
- Teaching Others
- Teamwork
- Technical Competence
- Technology Application
- Writing

0993 Railroad Retirement Claims Examining Series

0993 Railroad Retirement Claims Examining Competencies

Grade 11

- Attention to Detail
- Conflict Management
- Creative Thinking
- Customer Service
- Decision Making
- Digital Collaboration
- Flexibility
- Influencing/Negotiating
- Information Management
- Integrity/Honesty
- Interpersonal Skills
- Leadership
- Learning
- Mathematical Reasoning
- Memory
- Oral Communication
- Organizational Awareness
- Partnering
- Planning and Evaluating
- Problem Solving
- Reading Comprehension
- Reasoning
- Resilience
- Self-Management
- Supporting Diversity
- Teaching Others
- Teamwork
- Technical Competence
- Technology Application
- Writing

0996-Veterans Claims Examining Series

0996-Veterans Claims Examining Competencies				
Grade 7	Grade 9	Grade 11	Grade 12	Grade 13
<ul style="list-style-type: none"> • Attention to Detail • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Reading Comprehension • Reasoning • Resilience • Self-Management • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Decision Making • Digital Collaboration • Flexibility • Information Management • Integrity/Honesty • Interpersonal Skills • Memory • Oral Communication • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Decision Making • Digital Collaboration • Flexibility • Information Management • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Organizational Awareness • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Decision Making • Flexibility • Information Management • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing

10XX - Information and Arts Competencies Series By Grade

Series	Title	Grades
1001	General Arts and Information	12, 13, 14
1010	Exhibits Specialist	11
1015	Museum Curator	9, 11, 12, 13
1016	Museum Specialist and Technician	5, 7, 9, 11
1035	Public Affairs	9, 11, 12, 13, 14, 15
1040	Language Specialist	12
1071	Audiovisual Production	9, 11, 12, 13
1082	Writing and Editing	9, 11, 12, 13, 14
1083	Technical Writing and Editing	9, 11, 13
1084	Visual Information	9, 11, 12, 13

1001-General Arts and Information Series

1001-General Arts and Information Competencies		
Grade 12	Grade 13	Grade 14
<ul style="list-style-type: none"> • Attention to Detail • Creative Thinking • Customer Service • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • External Awareness • Flexibility • Influencing/Negotiating • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Organizational Awareness • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • External Awareness • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing

1010-Exhibits Specialist Series

1010-Exhibits Specialist Competencies

Grade 11

- Attention to Detail
- Conflict Management
- Creative Thinking
- Customer Service
- Decision Making
- Flexibility
- Influencing/Negotiating
- Integrity/Honesty
- Interpersonal Skills
- Learning
- Mathematical Reasoning
- Memory
- Oral Communication
- Partnering
- Problem Solving
- Reading Comprehension
- Reasoning
- Resilience
- Self-Management
- Supporting Diversity
- Teaching Others
- Teamwork
- Technical Competence
- Technology Application
- Writing

1015-Museum Curator Series

1015-Museum Curator Competencies			
Grade 9	Grade 11	Grade 12	Grade 13
<ul style="list-style-type: none"> • Attention to Detail • Creative Thinking • Customer Service • Decision Making • Flexibility • Information Management • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Creative Thinking • Customer Service • Decision Making • Flexibility • Influencing/Negotiating • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Creative Thinking • Customer Service • Decision Making • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Decision Making • Digital Collaboration • Flexibility • Influencing/Negotiating • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Partnering • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing

1016-Museum Specialist and Technician Series

1016-Museum Specialist and Technician Competencies			
Grade 5	Grade 7	Grade 9	Grade 11
<ul style="list-style-type: none"> • Attention to Detail • Integrity/Honesty • Reading Comprehension • Supporting Diversity • Technology Application 	<ul style="list-style-type: none"> • Attention to Detail • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Problem Solving • Reading Comprehension • Reasoning • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Creative Thinking • Customer Service • Decision Making • Flexibility • Information Management • Integrity/Honesty • Interpersonal Skills • Memory • Oral Communication • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing

1035-Public Affairs Series

1035-Public Affairs Competencies					
Grade 9	Grade 11	Grade 12	Grade 13	Grade 14	Grade 15
<ul style="list-style-type: none"> • Attention to Detail • Creative Thinking • Customer Service • Digital Collaboration • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Reading Comprehension • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • Flexibility • Information Management • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • External Awareness • Flexibility • Information Management • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • External Awareness • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Partnering • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • External Awareness • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • External Awareness • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing

1040-Language Specialist Series

1040-Language Specialist Competencies

Grade 12

- Attention to Detail
- Creative Thinking
- Customer Service
- Decision Making
- Digital Collaboration
- Flexibility
- Integrity/Honesty
- Interpersonal Skills
- Learning
- Memory
- Oral Communication
- Problem Solving
- Reading Comprehension
- Reasoning
- Resilience
- Self-Management
- Supporting Diversity
- Teamwork
- Technical Competence
- Technology Application
- Writing

1071-Audiovisual Production Series

1071-Audiovisual Production Competencies			
Grade 9	Grade 11	Grade 12	Grade 13
<ul style="list-style-type: none"> • Attention to Detail • Creative Thinking • Customer Service • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Reading Comprehension • Resilience • Supporting Diversity • Teamwork • Technology Application 	<ul style="list-style-type: none"> • Attention to Detail • Creative Thinking • Customer Service • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Reading Comprehension • Resilience • Self-Management • Supporting Diversity • Teamwork • Technology Application 	<ul style="list-style-type: none"> • Attention to Detail • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Organizational Awareness • Reading Comprehension • Resilience • Self-Management • Supporting Diversity • Teamwork • Technical Competence • Technology Application 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing

1082-Writing and Editing Series

1082-Writing and Editing Competencies				
Grade 9	Grade 11	Grade 12	Grade 13	Grade 14
<ul style="list-style-type: none"> • Attention to Detail • Creative Thinking • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Problem Solving • Reading Comprehension • Self-Management • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Creative Thinking • Customer Service • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Creative Thinking • Customer Service • Decision Making • Flexibility • Information Management • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Problem Solving • Reading Comprehension • Reasoning • Self-Management • Supporting Diversity • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • External Awareness • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • Flexibility • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing

1083-Technical Writing and Editing Series

1083-Technical Writing and Editing Competencies		
Grade 9	Grade 11	Grade 13
<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Reading Comprehension • Self-Management • Supporting Diversity • Teamwork • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Creative Thinking • Customer Service • Digital Collaboration • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Reading Comprehension • Reasoning • Self-Management • Supporting Diversity • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing

1084-Visual Information Series

1084-Visual Information Competencies			
Grade 9	Grade 11	Grade 12	Grade 13
<ul style="list-style-type: none"> • Attention to Detail • Creative Thinking • Customer Service • Flexibility • Integrity/Honesty • Interpersonal Skills • Reading Comprehension • Supporting Diversity • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Creative Thinking • Customer Service • Digital Collaboration • Flexibility • Integrity/Honesty • Interpersonal Skills • Reading Comprehension • Self-Management • Supporting Diversity • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • External Awareness • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing

16XX – Equipment, Facilities, and Services Competencies Series By Grade

Series	Title	Grades
1601	Equipment, Facilities, and Services	7, 9, 11, 12, 13
1640	Facility Operations Services	9, 11, 12, 13, 14
1670	Equipment Services	9, 11, 12, 13

1601-Equipment Facilities, and Services Series

1601-Equipment Facilities, and Services Competencies				
Grade 7	Grade 9	Grade 11	Grade 12	Grade 13
<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Integrity/Honesty • Interpersonal Skills • Memory • Reading Comprehension • Resilience • Self-Management • Supporting Diversity • Teamwork 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Decision Making • Digital Collaboration • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Oral Communication • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Decision Making • Digital Collaboration • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • External Awareness • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing

1640-Facility Operations Services Series

1640-Facility Operations Services Competencies				
Grade 9	Grade 11	Grade 12	Grade 13	Grade 14
<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Flexibility • Integrity/Honesty • Interpersonal Skills • Reading Comprehension • Resilience • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Creative Thinking • Customer Service • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Flexibility • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Organizational Awareness • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • External Awareness • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Mathematical Reasoning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • External Awareness • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Mathematical Reasoning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing

1670-Equipment Services Series

1670-Equipment Services Competencies			
Grade 9	Grade 11	Grade 12	Grade 13
<ul style="list-style-type: none"> • Attention to Detail • Integrity/Honesty • Interpersonal Skills • Memory • Reading Comprehension • Supporting Diversity 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Decision Making • Integrity/Honesty • Interpersonal Skills • Memory • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technical Competence 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • Flexibility • Influencing/Negotiating • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • External Awareness • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing

18XX – Inspection, Investigation, Enforcement, and Compliance Competencies Series By Grade

Series	Title	Grades
1801	General Inspection, Investigation, Enforcement, and Compliance Series	7, 9, 11, 12, 13, 14, 15
1805	Investigative Analysis	11, 12
1810	General Investigating	9, 11, 12, 13, 14
1811	Criminal Investigating	9, 11, 12, 13, 14
1825	Aviation Safety	12, 13, 14, 15
1849	Wage and Hour Investigation Series	12, 13
1860	Equal Opportunity Investigation	9, 12
1889	Import Compliance Series	9, 11, 12
1894	Customs Entry and Liquidating	12
1895	Customs and Border Protection	7, 9, 11, 12, 13, 14
1896	Border Patrol Enforcement Series	13, 14

1801-General Inspection, Investigation, Enforcement, and Compliance Series

1801-General Inspection, Investigation, Enforcement, and Compliance Competencies			
Grade 7	Grade 9	Grade 11	Grade 12
<ul style="list-style-type: none"> • Attention to Detail • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Reading Comprehension • Reasoning • Resilience • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technical Competence • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technical Competence • Writing

1801-General Inspection, Investigation, Enforcement, and Compliance Competencies

Grade 13	Grade 14	Grade 15
<ul style="list-style-type: none">• Attention to Detail• Conflict Management• Creative Thinking• Customer Service• Decision Making• Flexibility• Influencing/Negotiating• Information Management• Integrity/Honesty• Interpersonal Skills• Leadership• Learning• Memory• Oral Communication• Organizational Awareness• Partnering• Planning and Evaluating• Problem Solving• Project Management• Reading Comprehension• Reasoning• Resilience• Self-Management• Supporting Diversity• Teaching Others• Teamwork• Technical Competence• Technology Application• Writing	<ul style="list-style-type: none">• Attention to Detail• Conflict Management• Creative Thinking• Customer Service Decision• Making External• Awareness Flexibility• Influencing/Negotiating• Information Management• Integrity/Honesty• Interpersonal Skills• Leadership• Learning• Memory• Oral Communication• Organizational Awareness• Partnering• Planning and Evaluating• Problem Solving• Project Management• Reading Comprehension• Reasoning• Resilience• Self-Management• Supporting Diversity• Teaching Others• Teamwork• Technical Competence• Technology Application• Writing	<ul style="list-style-type: none">• Attention to Detail• Conflict Management• Creative Thinking• Customer Service Decision• Making External• Awareness Flexibility• Influencing/Negotiating• Information Management• Integrity/Honesty• Interpersonal Skills• Leadership• Learning• Memory• Oral Communication• Organizational Awareness• Partnering• Planning and Evaluating• Problem Solving• Project Management• Reading Comprehension• Reasoning• Resilience• Self-Management• Supporting Diversity• Teaching Others• Teamwork• Technical Competence• Writing

1805-Investigative Analysis Series

1805-Investigative Analysis Competencies	
Grade 11	Grade 12
<ul style="list-style-type: none"> • Attention to Detail • Creative Thinking • Customer Service • Decision Making • Flexibility • Information Management • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Partnering • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • Flexibility • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Mathematical Reasoning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing

1810-General Investigation Series

1810-General Investigation Competencies				
Grade 9	Grade 11	Grade 12	Grade 13	Grade 14
<ul style="list-style-type: none"> • Attention to Detail • Integrity/Honesty • Interpersonal Skills • Memory • Reading Comprehension 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Decision Making • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Partnering • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Flexibility • Information Management • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • External Awareness • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Organizational Awareness • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Writing

1811-Criminal Investigation Series

1811-Criminal Investigation Competencies				
Grade 9	Grade 11	Grade 12	Grade 13	Grade 14
<ul style="list-style-type: none"> • Attention to Detail • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Reading Comprehension • Reasoning • Resilience • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Customer Service • Decision Making • Flexibility • Influencing/Negotiating • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Flexibility • Influencing/Negotiating • Integrity/Honesty • Interpersonal Skills • Memory • Oral Communication • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • External Awareness • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing

1825-Aviation Safety Series

1825-Aviation Safety Competencies			
Grade 12	Grade 13	Grade 14	Grade 15
<ul style="list-style-type: none"> • Attention to Detail • Flexibility • Integrity/Honesty • Interpersonal Skills • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • External Awareness • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • External Awareness • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing

1849-Wage and Hour Investigation Series

1849-Wage and Hour Investigation Competencies	
Grade 12	Grade 13
<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Learning • Mathematical Reasoning • Memory • Oral Communication • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • External Awareness • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Mathematical Reasoning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Teaching Others • Teamwork • Technical Competence • Writing

1860-Equal Opportunity Investigation Series

1860-Equal Opportunity Investigation Competencies	
Grade 9	Grade 12
<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Oral Communication • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Organizational Awareness • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing

1889-Import Compliance Series

1889-Import Compliance Competencies		
Grade 9	Grade 11	Grade 12
<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • External Awareness • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Learning • Mathematical Reasoning • Memory • Oral Communication • Organizational Awareness • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Decision Making • Flexibility • Information Management • Integrity/Honesty • Interpersonal Skills • Learning • Mathematical Reasoning • Memory • Oral Communication • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • External Awareness • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Mathematical Reasoning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing

1894-Customs Entry and Liquidation Series

1894-Customs Entry and Liquidation Competencies

Grade 12

- Attention to Detail
- Customer Service
- Decision Making
- Digital Collaboration
- Flexibility
- Information Management
- Integrity/Honesty
- Interpersonal Skills
- Leadership
- Learning
- Memory
- Oral Communication
- Organizational Awareness
- Planning and Evaluating
- Problem Solving
- Reading Comprehension
- Reasoning
- Resilience
- Self-Management
- Supporting Diversity
- Teaching Others
- Teamwork
- Technical Competence
- Technology Application
- Writing

1895-Customs and Border Protection Series

1895-Customs and Border Protection Competencies					
Grade 7	Grade 9	Grade 11	Grade 12	Grade 13	Grade 14
<ul style="list-style-type: none"> • Attention to Detail • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory 	<ul style="list-style-type: none"> • Attention to Detail • Customer Service • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Oral Communication • Reading Comprehension • Reasoning • Resilience • Supporting Diversity • Teamwork 	<ul style="list-style-type: none"> • Customer Service • Integrity/Honesty • Interpersonal Skills • Reading Comprehension • Self-Management • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Learning • Memory • Oral Communication • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • External Awareness • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • External Awareness • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing

1896-Border Patrol Enforcement Series

1896-Border Patrol Enforcement Series Competencies	
Grade 13	Grade 14
<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • External Awareness • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • External Awareness • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Project Management • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing

19XX – Quality Assurance, Inspection, and Grading Competencies Series By Grade

Series	Title	Grades
1910	Quality Assurance	9, 11, 12, 13
1980	Agricultural Commodity Grading	7, 9

1910-Quality Assurance Series

1910-Quality Assurance Competencies			
Grade 9	Grade 11	Grade 12	Grade 13
<ul style="list-style-type: none"> • Attention to Detail • Integrity/Honesty • Interpersonal Skills • Memory • Reading Comprehension • Supporting Diversity • Teamwork 	<ul style="list-style-type: none"> • Attention to Detail • Decision Making • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Oral Communication • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Digital Collaboration • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Partnering • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Creative Thinking • Customer Service • Decision Making • Flexibility • Influencing/Negotiating • Information Management • Integrity/Honesty • Interpersonal Skills • Leadership • Learning • Memory • Oral Communication • Organizational Awareness • Partnering • Planning and Evaluating • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing

1980-Agricultural Commodity Grading Series

1980-Agricultural Commodity Grading Competencies	
Grade 7	Grade 9
<ul style="list-style-type: none"> • Attention to Detail • Flexibility • Integrity/Honesty • Interpersonal Skills • Memory • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teamwork 	<ul style="list-style-type: none"> • Attention to Detail • Conflict Management • Customer Service • Decision Making • Flexibility • Information Management • Integrity/Honesty • Interpersonal Skills • Learning • Mathematical Reasoning • Memory • Oral Communication • Organizational Awareness • Problem Solving • Reading Comprehension • Reasoning • Resilience • Self-Management • Supporting Diversity • Teaching Others • Teamwork • Technical Competence • Technology Application • Writing



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FWCI and MOSAIC Competency Library



In support of EO 13932 and PMA 1.4, OPM is releasing the *FWCI and MOSAIC Competency Library* (publication 03528-L), an updated Library that includes both FWCI and MOSAIC competencies and definitions, to support the expanding use of skills-based hiring across the Federal Government.

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Background

FWCI

The U.S. Office of Personnel Management (OPM) released the Federal Workforce Competency Initiative (FWCI) General Competencies and Competency Models. The FWCI is a governmentwide effort led by OPM that builds upon and updates a subset of the general competencies used in OPM's MOSAIC (Multipurpose Occupational Systems Analysis Inventory—Closed-ended) studies¹. These competencies and competency models will support the expanding use of skills-based hiring across the Federal Government with the increased use of valid assessments that carefully measure candidates' ability to perform the job.

In support of this initiative, OPM conducted a governmentwide survey to identify critical competencies for 214 occupational series. Over 90,000 Federal employees and supervisors from more than 300 job series were crucial in examining, rating, and participating in the identification of the general competencies and development of the competency models for this phase of the FWCI. In September 2023, OPM issued the [FWCI General Competencies and Competency Models memo](#) that provided occupation-specific competency models for 80 select occupational series by grade² for agency efforts such as workforce planning, recruitment, employee selection, training and development, and performance management.

The Office of Personnel Management (OPM) Federal Workforce Competency Initiative (FWCI) and Multipurpose Occupational Systems Analysis Inventory-Close-Ended (MOSAIC) Competency Library (September 2023) reference presents the 32 FWCI general competencies and the 293 MOSAIC competencies for agency use. Agencies are responsible for collecting job analysis information to support the use of the competencies provided, as appropriate. Please refer to OPM's [Delegated Examining Operations Handbook](#) for more information on conducting a job analysis.

¹ See [Historical Notes](#)

² See Federal Workforce Competency Initiative (FWCI) Competency Handbook, Competencies by Series and Grade Volume 1 (September 2023)

MOSAIC

OPM has been conducting Governmentwide occupational studies using its *Multipurpose Occupational Systems Analysis Inventory - Close-Ended* (MOSAIC) methodology for more than two decades. MOSAIC, a multipurpose, survey-based occupational analysis approach, is used to collect information from incumbents and supervisors on many occupations for a wide range of human resource management functions.

The MOSAIC studies, provide the data-based foundation for competency use across the Federal Government, with the customers OPM serves and for policies OPM develops and implements. Competencies identified in OPM's MOSAIC studies are used in a wide spectrum of human capital areas including classification, job design, recruitment, selection, performance management, training, and career development. The data collected in the original studies, covering hundreds of occupations, need updating to support continued use.

Through these studies, we have identified the competencies employees need to perform successfully in nearly 200 Federal occupations, as well as for leadership positions. These competencies provide users with a basis for building integrated human resource management systems that use a common set of competencies to structure job design, recruitment, selection, performance management, training, and career development so that employees receive a consistent message about the factors on which they are selected, trained, and evaluated.

The competencies used in the FWCI and MOSAIC studies are free and for your use.

How to Use This Document

This document alphabetically lists the 32 FWCI competencies and definitions and the 293 MOSAIC competencies and definitions.

To view the FWCI or MOSAIC competencies, you can use the linked alphabetical listing below to "jump" to a given letter (hold "Ctrl" and click), or you can search for keywords or phrases by holding the "Ctrl" key and the "F" key at the same time. Click the "Back" at the end of each letter group to return to the linked alphabetical listing.

Alphabetical Listing of FWCI Competencies

A	H	O	V
B	I	P	W
C	J	Q	X
D	K	R	Y
E	L	S	Z
F	M	T	
G	N	U	

Alphabetical Listing of MOSAIC Competencies

A	H	O	V
B	I	P	W
C	J	Q	X
D	K	R	Y
E	L	S	Z
F	M	T	
G	N	U	

Federal Workforce Competency Initiative (FWCI)

General Competencies

A

Attention to Detail - Is thorough when performing work and conscientious about attending to detail.

[Back to Alphabetical Listing of FWCI Competencies](#)

C

Conflict Management - Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

Creative Thinking - Uses imagination to develop new insights into situations and applies innovative solutions to problems; designs new methods where established methods and procedures are inapplicable or are unavailable.

Customer Service - Works with clients and customers to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations; knows about available products and services; is committed to providing quality products and services.

Note: Clients and customers include any individuals who use or receive the services or products that your work unit produces, including the general public, individuals who work in the agency, other agencies, or organizations outside the Government.

[Back to Alphabetical Listing of FWCI Competencies](#)

D

Decision Making - Makes sound, well-informed, and objective decisions; perceives the impact and implications of decisions; commits to action, even in uncertain situations, to accomplish organizational goals; causes change.

Digital Collaboration: Uses digital tools, technologies, or social media for communication, knowledge-sharing, and collaborative processes; works with others to construct and create resources and knowledge, or provide services, in a digital environment.

[Back to Alphabetical Listing of FWCI Competencies](#)

E

External Awareness - Understands and keeps up-to-date on local, national, and international trends and policies that affect the organization and shape stakeholders' views; is aware of the organization's impact on the external environment.

[Back to Alphabetical Listing of FWCI Competencies](#)

F

Flexibility - Is open to change and new information; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with ambiguity.

[Back to Alphabetical Listing of FWCI Competencies](#)

I

Influencing/Negotiating - Persuades others to accept recommendations, cooperate, or change their behavior; works with others towards an agreement; negotiates to find mutually acceptable solutions.

Information Management - Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.

Integrity/Honesty - Contributes to maintaining the integrity of the organization; displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; is trustworthy.

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.

[Back to Alphabetical Listing of FWCI Competencies](#)

L

Leadership - Influences, motivates, and challenges others; adapts leadership styles to a variety of situations.

Learning - Uses efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development.

[Back to Alphabetical Listing of FWCI Competencies](#)

M

Mathematical Reasoning - Solves practical problems by choosing appropriately from a variety of mathematical or statistical techniques.

Memory - Recalls information that has been presented previously.

[Back to Alphabetical Listing of FWCI Competencies](#)

O

Oral Communication - Expresses information (for example, ideas or facts) to individuals or groups effectively, taking into account the audience and nature of the information (for example, technical, sensitive, controversial); makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.

Organizational Awareness - Knows the organization's mission and functions, and how its social, political, and technological systems work and operates effectively within them; this includes the programs, policies, procedures, rules, and regulations of the organization.

[Back to Alphabetical Listing of FWCI Competencies](#)

P

Partnering - Develops networks and builds alliances; collaborates across boundaries to build strategic relationships and achieve common goals.

Planning and Evaluating - Organizes work, sets priorities, and determines resource requirements; determines short- or long-term goals and strategies to achieve them; coordinates with other organizations or parts of the organization to accomplish goals; monitors progress and evaluates outcomes.

Problem Solving - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Project Management - Knowledge of the principles, methods, or tools for developing, scheduling, coordinating, and managing projects and resources, including monitoring and inspecting costs, work, and contractor performance.

[Back to Alphabetical Listing of FWCI Competencies](#)

R

Reading Comprehension - Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Reasoning - Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Resilience – Deals effectively with pressure; remains optimistic and persistent, even under adversity. Recovers quickly from setbacks.

[Back to Alphabetical Listing of FWCI Competencies](#)

S

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.

Supporting Diversity - Maintains an open mind regarding different ideas, opinions, values, and beliefs; recognizes own worldview and understands its influence on interactions with others; incorporates a variety of viewpoints to help accomplish work goals; contributes to an inclusive work environment with equal treatment of individuals across all demographic (e.g., race, gender) and social (e.g., culture) groups.

[Back to Alphabetical Listing of FWCI Competencies](#)

T

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.

Teamwork - Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.

Technical Competence - Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

Technology Application - Uses computers, software applications, databases, and automated systems to accomplish work; uses machines, tools, instruments, or equipment effectively.

[Back to Alphabetical Listing of FWCI Competencies](#)

W

Writing - Recognizes or uses correct English grammar, punctuation, and spelling; communicates information (for example, facts, ideas, or messages) in a succinct and organized manner; produces written information, which may include technical material, that is appropriate for the intended audience.

[Back to Alphabetical Listing of FWCI Competencies](#)

Multipurpose Occupational Systems Analysis Inventory – Close-Ended (MOSAIC) Competencies

A

Accessibility - Knowledge of tools, equipment, and technologies used to help individuals with disabilities use computer equipment and software.

Accident Investigation - Knowledge of guidelines, regulations, and procedures associated with an accident investigation including preservation of accident scene, root cause analysis, and evidence detection and handling.

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.

Accounting - Knowledge of traditional accounting practices including accrual, obligations, and costs methods.

Accounting Operations - Knowledge of general ledger accounting and the control/subsidiary account relationships and reconciliation techniques, including accounts receivable, accounts payable, and disbursing officer's accountability.

Acquisition Strategy - Knowledge of the principles and methods for developing an integrated acquisition management plan that describes the business, technical, and support strategies, including the relationship between the acquisition phases, work efforts, and key program events (for example, decision points, contract awards, test activities).

Administration and Management - Knowledge of planning, coordination, and execution of business functions, resource allocation, and production.

Administrative Law - Knowledge of state and Federal administrative laws, including procedures, regulations, guidelines, and precedents related to case preparation and settlements.

* Definition contains wording that is more generalizable

† Definition contains wording to achieve a specific reading level

‡ Definition contains wording specific to managerial or leadership

Aerospace Engineering - Knowledge of the concepts, principles, and theories of aerodynamics or space environments related to the design, development, testing, analysis, application, and utilization of aerospace and aeronautical devices, vehicles, systems, and equipment.

Agility - Bends, stretches, twists, or reaches out with the body, arms, or legs.

Aircraft Maintenance - Knowledge of aircraft engines, parts, and systems, including their designs, uses, repair, and maintenance.

Ammunition and Explosives - Knowledge of ammunition and explosives and their uses, interactions, dangers, production, handling, storage, and disposal.

Animal Husbandry - Knowledge of the care and handling of animals, including feeding, controlling, restraint, health, and reproduction.

Applies Technology to Tasks - Selects and understands procedures, machines, or tools that will produce the desired results; identifies or solves problems in machines, computers, or other technologies as they are related to performing tasks.

Architecture - Knowledge of the concepts, principles, theories, and practices used in the planning, design, construction, and maintenance of buildings or other structures, taking into consideration aesthetic and functional concerns.

Arithmetic - Performs computations such as addition, subtraction, multiplication, and division correctly using whole numbers, fractions, decimals, and percentages.

Arithmetic/Mathematical Reasoning - Performs computations such as addition, subtraction, multiplication, and division correctly; solves practical problems by choosing appropriately from a variety of mathematical techniques such as formulas and percentages."

Arrest - Knowledge of the laws, principles, and procedures used in apprehending a criminal suspect, including polices for pursuit and proper use of force and capture such as Miranda rights.

* Definition contains wording that is more generalizable
† Definition contains wording to achieve a specific reading level
‡ Definition contains wording specific to managerial or leadership

Artificial Intelligence - Knowledge of the principles, methods, and tools used to design systems that perform human intelligence functions.

Astronomy - Knowledge of the concepts, principles, and theories of the physical processes leading to the emission of electromagnetic radiation or particles from celestial bodies, the measurement and physical characteristics of celestial bodies, including cosmic microwave background, submillimeter technology, galaxies, star formations, and planetary science.

Audit Reporting - Knowledge of the principles, practices, and techniques used to report audit findings (criteria, condition, cause, effect, and recommendation).

Auditing - Knowledge of generally accepted auditing standards and procedures for conducting financial and compliance, economy and efficiency, and program audits.

[Back to Alphabetical Listing of MOSAIC Competencies](#)

B

Biology - Knowledge of the environment, plant and animal living tissue, cells, organisms, and entities, including their functions, interdependencies and interactions with each other and the environment.

Botany - Knowledge of the concepts, principles, and theories of plants, including structures and functions, classification, taxonomy, plant communities, distribution, habitat requirements, life histories, reproduction, conservation, and care of plant species.

Budget Administration - Knowledge of the principles and practices of budget administration and analysis; including preparing, justifying, reporting on, and executing the budget; and the relationships among program, budget, accounting, and reporting systems.

Building and Construction - Knowledge of materials, methods, and the tools to construct objects, structures, and buildings.

* Definition contains wording that is more generalizable

† Definition contains wording to achieve a specific reading level

‡ Definition contains wording specific to managerial or leadership

Business Process Reengineering - Knowledge of methods, metrics, tools, and techniques of Business Process Reengineering.

[Back to Alphabetical Listing of MOSAIC Competencies](#)

C

Capacity Management - Knowledge of the principles and methods for monitoring, estimating, or reporting actual performance or the performance capability of information systems or components.

Capital Planning and Investment Assessment - Knowledge of the principles and methods of capital investment analysis or business case analysis, including return on investment analysis.

Carpentry/Woodworking - Knowledge of materials, methods, and the appropriate tools to construct, install, finish, or repair wooden objects or structures.

Cartography - Knowledge of the concepts, principles, theories, and methods related to the research, design, development, or revision of maps, charts, and related cartographic products, and photogrammetric and cartographic processing.

Change Management - Knowledge of change management principles, strategies, and techniques required for effectively planning, implementing, and evaluating change in the organization.

Chemical Engineering - Knowledge of the concepts, principles, and theories related to the chemical composition or physical characteristics of materials for the design, construction, operation, and improvement of processes or systems.

Chemistry (*) - Knowledge of the concepts, principles, and theories of the composition, structure, and properties of substances, and of the chemical processes and transformations, including uses of chemicals and their interactions, danger signs, production techniques, and disposal methods.

* Definition contains wording that is more generalizable
† Definition contains wording to achieve a specific reading level
‡ Definition contains wording specific to managerial or leadership

Chemistry (†) - Knowledge of chemicals, including hazardous materials, and their uses, interactions, dangers, production, storage, and disposal.

Civil Engineering - Knowledge of the concepts, principles, theories, and methods required to plan, design, construct, operate, and maintain facilities such as buildings, transportation systems, water and sanitary systems, and other public works systems.

Classification - Knowledge of classification concepts, principles, and practices related to structuring organizations and positions and determining the appropriate pay system, occupational grouping, title, and pay level of positions.

Clerical - Knowledge of filing, typing, entering data, maintaining records, taking shorthand, and using and completing forms.

Client Engagement/Change Management - Knowledge of the impact of change on people, processes, procedures, leadership, and organizational culture; knowledge of change management principles, strategies, and techniques required for effectively planning, implementing, and evaluating change in the organization.

Communications and Media - Knowledge of the production, communication and dissemination of information and ideas to inform and entertain via written, oral, and visual media.

Communications Security Management - Knowledge of the principles, policies, and procedures involved in ensuring the security of communications services and data, and in maintaining the communications environment on which it resides.

Compensation - Knowledge of compensation concepts, principles, and practices, including pay and leave administration and compensation flexibilities.

Compliance - Knowledge of procedures for assessing, evaluating, and monitoring programs or projects for compliance with Federal laws, regulations, and guidance.

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Compliance Inspection - Knowledge of the guidelines, regulations, and procedures associated with compliance inquiries, including application of compliance rules and criteria and ability to make appropriate decisions and issue citations, fines, or orders.

Computer Forensics - Knowledge of tools and techniques used in data recovery and preservation of electronic evidence.

Computer Languages - Knowledge of computer languages and their applications to enable a system to perform specific functions.

Computer Network Defense - Knowledge of defensive measures to detect, respond, and protect information, information systems, and networks from threats.

Computer Skills - Uses computers, software applications, databases, and automated systems to accomplish work.

Computers - Knowledge of circuit boards, processors, chips, and computer hardware and software, including applications and programming.

Computers and Electronics - Knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming.

Configuration Management - Knowledge of the principles and methods for planning or managing the implementation, update, or integration of information systems components.

Conflict Management (‡) - Encourages creative tension and differences of opinions. Anticipates and takes steps to prevent counter-productive confrontations. Manages and resolves conflicts and disagreements in a constructive manner.

Conscientiousness - Displays a high level of effort and commitment towards performing work; demonstrates responsible behavior.

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Constitutional Law - Knowledge of the laws and legal precedents related to the U.S. Constitution.

Continual Learning - Assesses and recognizes own strengths and weaknesses; pursues self- development.

Contracting/Procurement - Knowledge of various types of contracts, techniques, or requirements (for example, Federal Acquisitions Regulations) for contracting or procurement, and contract negotiation and administration.

Control of Funds - Knowledge of the principles, procedures, and requirements for maintaining control and accountability of obligations and expenditures for all appropriations and fund accounts (for example, revolving, non-appropriated, multiyear, and single-year appropriations)

Cost Accounting - Knowledge of the principles, procedures, and methods of cost accounting, including the use of historical cost, market value, or present value to measure cost; methods for assigning cost to accounting periods; and cost allocation, cost accrual, depreciation, and unit cost.

Cost Estimation and Analysis - Knowledge of the principles, practices, and methods used to determine, estimate, and analyze costs, including determining life cycle costs, application of cost models, and evaluation of cost realism

Cost-Benefit Analysis - Knowledge of the principles and methods of cost-benefit analysis, including the time value of money, present value concepts, and quantifying tangible and intangible benefits.

Creativity and Innovation - Develops new insights into situations; questions conventional approaches; encourages new ideas and innovations; designs and implements new or cutting edge programs/processes.

Criminal Investigation - Knowledge of the guidelines, regulations, and procedures associated with criminal investigation, including evidence detection and handling and drawing appropriate factual inferences and conclusions.

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Criminal Law - Knowledge of state and Federal criminal laws, including procedures, regulations, guidelines, and precedents related to admissibility of evidence and prosecution.

Customer Service (‡) - Anticipates and meets the needs of both internal and external customers. Delivers high-quality products and services; is committed to continuous improvement.

Cutting - Knowledge of meat cutting, including the grades and structure of meat, fish, or poultry.

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D

Data Management - Knowledge of the principles, procedures, and tools of data management, such as modeling techniques, data backup, data recovery, data dictionaries, data warehousing, data mining, data archiving, data disposal, and data standardization processes.

Data Systems - Knowledge of computer hardware and software development and systems as they apply to the conception, specification, analysis, planning, development, installation, test, modification and use of data handling and computing systems in support of aerospace flight and ground systems.

Database Administration - Knowledge of the principles, methods, and tools for automating, developing, implementing, or administering database systems.

Database Management Systems - Knowledge of the uses of database management systems and software to control the organization, storage, retrieval, security, and integrity of data.

Decision Support - Knowledge of decision support theories, methods, and tools for identifying, synthesizing, representing, and evaluating the important aspects of a decision situation and prescribing the recommended course for decision makers and other stakeholders.

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Decisiveness - Makes well-informed, effective, and timely decisions, even when data are limited or solutions produce unpleasant consequences; perceives the impact and implications of decisions.

Depth Perception - Accurately judges which of several objects is closer or farther away from the observer, or the distance between an object and the observer

Design - Knowledge of conceptualizing, developing, producing, understanding, and using plans, models, blueprints, and maps, including the use of tools and instruments to produce precision technical drawings, working prototypes, components, or systems.

Detention - Knowledge of the policies and procedures for detaining criminal suspects including processing, fingerprinting, detention requests, informing detainee of charges, and transportation.

Developing Others - Develops the ability of others to perform and contribute to the organization by providing ongoing feedback and by providing opportunities to learn through formal and informal methods.

Distributed Systems - Knowledge of the principles, theoretical concepts, and tools underlying distributed computing systems, including their associated components and communication standards.

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E

Earth Science - Knowledge of interdisciplinary disciplines associated with the earth's composition, structure, or other physical aspects, including atmosphere.

Ecology - Knowledge of the concepts, principles, and theories of the interrelationships among organisms and their environment, including competition and predation, evolution and natural selection, population dynamics, and the impact of natural phenomena or human actions on natural systems, processes, and biota.

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Economics - Knowledge of economic policy, principles, and practices, market and non-market values, and the analysis and reporting of economic data.

Economics and Accounting - Knowledge of economic and accounting principles and practices, tax law and practices, the financial markets, banking, and the analysis and reporting of financial data.

Education and Training - Knowledge of teaching, training, research, making presentations, lecturing, testing, and other instructional methods.

Electrical - Knowledge of electrical equipment, components, instruments, and systems, including their design, installation, testing, uses, repair, or maintenance.

Electrical Engineering - Knowledge of the concepts, principles, theories, and methods related to the design, analysis, test, and integration of electrical systems; energy conversion; electrical power generation; and energy transmission, control, distribution or use.

Electronic Commerce (e-Commerce) - Knowledge of the principles, methods, and tools for conducting business online, including electronic data interchange.

Electronics - Knowledge of electronic theory, circuits, components, and material properties (excluding computers).

Electronics Engineering - Knowledge of the concepts, principles, theories, and methods related to the design, analysis, test, fabrication, or verification of analog or digital electronic systems.

Embedded Computers - Knowledge of specifications and uses of specialized computer systems used to control devices (for example, automobiles, helicopters), including the appropriate programming languages.

Employee Benefits - Knowledge of HR concepts, principles, and practices related to retirement, insurance, injury compensation, and other employee benefits programs.

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Employee Development - Knowledge of employee development concepts, principles, and practices related to planning, evaluating, and administering training, organizational development, and career development initiatives.

Employee Relations - Knowledge of laws, rules, regulations, case law, principles, and practices related to employee conduct, performance, and dispute resolution.

Encryption - Knowledge of procedures, tools, and applications used to keep data or information secure, including public key infrastructure, point-to-point encryption, and smart cards.

Engineering and Technology - Knowledge of engineering concepts, principles, and practices, and of equipment, tools, mechanical devices, and their uses to produce motion, light, power, technology, and other applications.

Enterprise Architecture - Knowledge of principles, concepts, and methods of enterprise architecture to align information technology (IT) strategy, plans, and systems with the mission, goals, structure, and processes of the organization.

Entomology - Knowledge of the concepts, principles, and theories of insects, including taxonomy, morphology, behavior, life cycles, population dynamics, host-insect interactions, the role of insects in natural and managed ecosystems, and the regulation, prevention, and control of pest-related problems.

Entrepreneurship - Positions the organization for future success by identifying new opportunities; builds the organization by developing or improving products or services. Takes calculated risks to accomplish organizational objectives.

Environmental Engineering - Knowledge of the concepts, principles, theories, and methods to protect and improve the quality of the environment and its resources; and to monitor, control, abate, and prevent pollutants.

External Awareness (‡) - Understands and keeps up-to-date on local, national, and international policies and trends that affect the organization and shape stakeholders' views; is aware of the organization's impact on the external environment.

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Eye-Hand Coordination - Accurately coordinates one's eyes with one's fingers, wrists, or arms to perform job-related tasks (for example, to move, carry, or manipulate objects).

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F

Facilities - Knowledge of the physical, engineering, and experimental equipment and operational characteristics of facilities, and safety and equipment development designed to support aerospace activities.

Federal Funds Processing - Knowledge of methods and procedures for processing direct and reimbursable program funds (for example, automatic and funded reimbursements, interagency agreements, transfer appropriations), grants, loans, and credit programs.

Financial Analysis - Knowledge of the principles, methods, and techniques of financial analysis, forecasting, and modeling to interpret quantitative and qualitative data; includes data modeling, earned value management, and evaluating key financial indicators, trends, and historical data.

Financial Assistance Mechanisms - Knowledge of the differences between acquisition and financial assistance purposes and requirements; knowledge of Federal assistance instruments, techniques, and procedures for grants (for example, block, mandatory, discretionary) and agreements (for example, cooperative, interagency).

Financial Management (*) - Prepares, justifies, and/or administers the budget for program areas; plans, administers, and monitors expenditures to ensure cost-effective support of programs and policies; assesses financial condition of an organization.

Financial Management (‡) - Understands the organization's financial processes. Prepares, justifies, and administers the program budget. Oversees procurement and contracting to achieve desired results. Monitors expenditures and uses cost-benefit thinking to set priorities.

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Financial Systems - Knowledge of the standards, architecture, and specifications of automated financial systems, including source documents, system flows, system interfaces, and related internal controls.

Fine Arts - Knowledge of theory and techniques required to produce, compose, and perform works of music, dance, visual arts, drama, and sculpture.

Fire Management - Knowledge of the concepts, principles, and theories of fire management, including the characteristics, behavior, and ecology of fire; methodologies, strategies, and equipment used in prescribed fires; fire detection, prevention, and suppression strategies; and integration of fire with natural resource management.

Firearms - Knowledge of firearm usage and related issues, such as ammunition, range regulations and safety and use of force policies.

First Response - Knowledge of emergency management methods, such as first aid, rescue techniques, and threat assessments.

Fishery Biology - Knowledge of the concepts, principles, and theories of aquatic life, including classification, taxonomy, population dynamics, distribution, habitat requirements, life histories, reproduction, behaviors, conservation, and care of aquatic species.

Flexibility (‡) - Is open to change and new information; rapidly adapts to new information, changing conditions, or unexpected obstacles.

Flight Systems - Knowledge of the concepts, principles, and theories related to the development, design, test, and evaluation of aerospace flight vehicles and their component subsystems, or their related external systems.

Fluid Dynamics and Mechanics - Knowledge of the concepts, principles, and theories of computational fluid dynamics, fluid mechanics, flight dynamics, flight structures, the force and motion mechanics of vehicles in various atmospheric and celestial environments, aerothermodynamics, and the characteristics of electrically conducting fluids under the action of magnetic and electric fields.

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Food Production - Knowledge of planning, growing, and harvesting of food for consumption using appropriate equipment and techniques.

Food Service - Knowledge of preparing and serving food for consumption.

Foreign Language - Knowledge of sign language or of the structure and content of a foreign (non-English) language, including the meaning and spelling of words, rules of composition, and grammar.

Forensics - Knowledge of procedures of civil, criminal, or administrative hearings, evidence collection, including the delivery and receipt of evidence, classes of evidence, and rules of evidence and legal procedures.

Forest Management - Knowledge of the concepts, principles, and theories of silviculture and forest ecology, forest use, management, harvesting, conducting inventories, regeneration, sustainability, and conservation; and the role of disturbances in timberland resources.

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G

General Engineering - Knowledge of the concepts, principles, and theories of engineering and their practical applications.

Genetics - Knowledge of the concepts, principles, and theories of genetics, including the biochemistry of DNA, gene interaction, gene expression, gene inheritance, population genetics, adaptation, and evolution.

Geography - Knowledge of geographical locations, their relationships and characteristics.

Geographical Sciences - Knowledge of the concepts, principles, theories, and methods for describing the location and distribution of land, sea, and air masses, including their physical locations, relationships, characteristics, and what the land supports.

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Geology - Knowledge of the concepts, principles, and theories of the origins and structure of the earth, including the physical forces that have shaped it and its physical and organic history.

Geophysics - Knowledge of the concepts, principles, and theories related to solid earth structure, global seismic patterns, lithosphere, atmosphere, and the behavior of the earth's gravitational, magnetic, and electrical fields, and other forces affecting the earth and its environment.

Geotechnical Engineering - Knowledge of the concepts, principles, theories, and methods related to the investigation and evaluation of subsurface soil or geologic conditions and properties for the purpose of designing stable foundation systems, earthen structures, or the remediation of subsurface conditions.

Grants Management - Knowledge of requirements, practices, and procedures for soliciting, receiving, reviewing, and processing proposals, and awarding and administering grants and agreements.

Grants Management Laws, Regulations, and Guidelines - Knowledge of principles, laws, regulations, policies, practices, and guidelines (for example, Executive Orders, Code of Federal Regulations, OMB circulars) of grant or agreement programs, including their order of precedence.

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H

Hardware - Knowledge of specifications, uses, and types of computer or computer-related equipment.

Hardware Engineering - Knowledge of the principles, methods, and tools for designing, developing, and testing computer or computer-related equipment.

Hazardous Materials - Knowledge of hazardous materials and waste and their uses, interactions, dangers, production, handling, storage, and disposal.

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Health Physics - Knowledge of the concepts, principles, theories, and methods pertaining to the protection of people, their environment, and equipment from hazards (for example, radiation or hazardous chemicals) and the control of radioactive material.

History and Archeology - Knowledge of historical events and their causes, indicators, and impact on particular civilization and cultures, and of preservation and archival techniques.

Horticulture - Knowledge of cultivating flowers, plants, and trees.

Horticultural Sciences - Knowledge of the concepts, principles, theories, and practices of cultivation or crop management, physiological processes in plant growth and crop yield.

HR Information Systems - Knowledge of HR management concepts, principles, and practices related to identifying and analyzing HR processes, translating functional requirements into technical requirements, and delivering and maintaining HR information systems.

Human Capital Management - Builds and manages workforce based on organizational goals, budget considerations, and staffing needs. Ensures that employees are appropriately recruited, selected, appraised, and rewarded; takes action to address performance problems. Manages a multi-sector workforce and a variety of work situations.

Human Factors - Knowledge of the principles, methods, and tools used to identify and apply information about human behavior, abilities, limitations, and other characteristics to the design of tools, machines, systems, tasks, jobs, and environments for effective human use.

Hydraulic Engineering - Knowledge of the concepts, principles, theories, and methods applicable to analysis of the flow of fluids (open channel and pressure flow), estimation of river stages, and design of hydraulic structures, drainage structures, pipes, navigation facilities, reservoirs, locks, and dams.

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Hydrology - Knowledge of the concepts, principles, theories, and methods related to the magnitude, distribution, and quality of water resources including watershed management, climatology, geomorphology, groundwater hydrology, water quality, water resource management, and groundwater/surface water interactions.

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I

Identity Management - Knowledge of methods and controls to validate the identity of individuals to verify access approval and level, and monitor activity to ensure that only authorized access is taking place.

Incident Management - Knowledge of the tactics, technologies, principles, and processes to protect, analyze, prioritize, and handle incidents.

Industrial Equipment Operation - Knowledge of principles and methods for operating industrial equipment.

Influencing/Negotiating (‡) - Persuades others; builds consensus through give and take; gains cooperation from others to obtain information and accomplish goals.

Information Assurance - Knowledge of methods and procedures to protect information systems and data by ensuring their availability, authentication, confidentiality, and integrity.

Information Resources Strategy and Planning - Knowledge of the principles, methods, and techniques of information technology (IT) assessment, planning, management, monitoring, and evaluation, such as IT baseline assessment, interagency functional analysis, contingency planning, and disaster recovery.

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Information Systems Security Certification - Knowledge of the principles, methods, and tools for evaluating information systems security features against a set of specified security requirements. Includes developing security certification and accreditation plans and procedures, documenting deficiencies, reporting corrective actions, and recommending changes to improve the security of information systems.

Information Systems/Network Security - Knowledge of methods, tools, and procedures, including development of information security plans, to prevent information systems vulnerabilities, and provide or restore security of information systems and network services.

Information Technology Architecture - Knowledge of architectural methodologies used in the design and development of information systems, including the physical structure of a system's internal operations and interactions with other systems.

Information Technology Performance Assessment - Knowledge of the principles, methods, and tools (for example, surveys, system performance measures) to assess the effectiveness and practicality of information technology systems.

Information Technology Program Management - Knowledge of the principles, methods, and tools for the coordinated management of an IT program to include providing oversight of multiple IT projects, integrating dependent schedules and deliverables, and related activities (for example, benefits management, life cycle management, program governance).

Information Technology Research and Development - Knowledge of scientific principles, methods, and tools of basic and applied research used to conduct a systematic inquiry into a subject matter area.

Infrastructure Design - Knowledge of the architecture and typology of software, hardware, and networks, including LANS, WANS, and telecommunications systems, their components and associated protocols and standards, and how they operate and integrate with one another and with associated controlling software.

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Insurance - Knowledge of various types of insurance, insurance regulations, claims processing, examination, adjudication, or adjustment.

Integrity/Honesty (‡) - Behaves in an honest, fair, and ethical manner. Shows consistency in words and actions. Models high standards of ethics.

Internal Controls - Knowledge of the principles, methods, and techniques for establishing internal control activities (for example, authorizations, verifications, reconciliations), monitoring their use, and evaluating their performance (for example, identification of material weaknesses or significant deficiencies).

Interpersonal Skills (‡) - Treats others with courtesy, sensitivity, and respect. Considers and responds appropriately to the needs and feelings of different people in different situations.

IT Modeling and Simulation - Knowledge of mathematical modeling and simulation tools and techniques to plan and conduct test and evaluation programs, characterize systems support decisions involving requirements, evaluate design alternatives, or support operational preparation.

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K

Knowledge Management - Knowledge of the value of collected information and the methods of sharing that information throughout an organization.

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L

Labor Law - Knowledge of state and Federal employment laws, regulations, guidelines, and legal precedents related to hiring practices, equal employment opportunity, and wage and hour restrictions.

Labor Relations - Knowledge of laws, rules, regulations, case law, principles, and practices related to negotiating and administering labor agreements.

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Landscape Architecture - Knowledge of the concepts, theories, and practices used in the planning, designing, construction, and adaptation of outdoor features, taking into consideration recreation planning, requirements, aesthetic value, and compatibility with other developments and resources.

Legal, Government, and 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.

Leveraging Diversity - Fosters an inclusive workplace where diversity and individual differences are valued and leveraged to achieve the vision and mission of the organization.

Life Sciences and Systems - Knowledge of life sciences that involve the theoretical and experimental research of life systems.

Listening - Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

Logical Systems Design - Knowledge of the principles and methods for designing business logic components, system processes and outputs, user interfaces, data inputs, and productivity tools (for example, computer-aided software engineering).

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M

Manages and Organizes Information - Identifies a need; gathers, organizes, and maintains information; determines its importance and accuracy, and communicates it by a variety of methods.

Manages Human Resources - Plans, distributes, and monitors work assignments; evaluates work performance and provides feedback to others on their performance.

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Manages Resources - Selects, acquires, stores, and distributes resources such as materials, equipment, or money.

Managing Human Resources - Plans, distributes, coordinates, and monitors work assignments of others; evaluates work performance and provides feedback to others on their performance; ensures that staff are appropriately selected, utilized, and developed, and that they are treated in a fair and equitable manner.

Manufacturing - Knowledge of the specifications, tools, inputs, raw materials, outputs, and waste related to the manufacture of prototypes, models, systems, or other products.

Materials Engineering - Knowledge of the concepts, principles, theories, and methods related to the composition, structures, and properties of materials, their use, behavior and performance under environmental influences, and the identification, processing, and manufacture of optimal materials for various applications.

Measurement and Instrumentation - Knowledge of electronics and related electrical engineering disciplines necessary for the research and development of sensors, electronic measurement devices, and instrumentation systems for aerospace systems and components.

Mechanical (*) - Knowledge of machines and tools, including their designs, uses, benefits, repair, and maintenance.

Mechanical (†) - Knowledge of machines and tools, including their designs, installation, uses, repair, and maintenance.

Mechanical Engineering - Knowledge of the concepts, principles, theories, and methods related to planning, designing, developing, testing, or evaluating thermodynamic, mechanical, electro- mechanical, pneumatic, hydraulic, or structural equipment, systems, models, tools, or specialized mechanical devices.

Mechanics - Knowledge of machines and tools, including their design, use, benefits, repair, operation, and maintenance.

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Medicine and Dentistry - Knowledge of the diagnosis and treatment of injuries, diseases, and deformities, including preventive health-care measures.

Mental Visualization - Sees things in the mind by mentally organizing and processing symbols, pictures, graphs, objects, or other information (for example, sees a building from a blueprint, or sees the flow of work activities from reading a work plan).

Metal Processing and Metalworking - Knowledge of materials, methods, and appropriate tools to process, treat, form, or shape metal.

Metallurgy - Knowledge of the concepts, principles, and theories related to the study of extracting, refining, alloying, and preparing metals for use; and their properties and behavior as affected by the composition, treatment in manufacture, and conditions of use.

Mine Safety and Health - Knowledge of mine safety and health principles and practices, techniques and procedures, regulations, and standards as they apply to conducting inspections/investigations, identifying and evaluating unsafe conditions, and recommending methods to correct unsafe conditions.

Mining Engineering - Knowledge of the concepts, principles, theories, and methods related to rock mechanics; the exploration, excavation, extraction, processing and transporting of mineral resources; and the conservation and development of mineral lands, materials, and deposits.

Modeling and Simulation - Knowledge of the tools and techniques used to develop functional, physical, or prototype models and simulations for test and evaluation programs, the prediction of behavior and phenomena, and to visually communicate concepts.

Multimedia Technologies - Knowledge of the principles, methods, tools, and techniques to develop or apply technology using text, audio, graphics, or other media.

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N

Negotiation - Works with others towards an agreement that may involve exchanging specific resources or resolving differences.

Network Management - Knowledge of the operation, management, and maintenance of network and telecommunication systems and linked systems and peripherals.

Nuclear Engineering - Knowledge of the concepts, principles, theories, and application of nuclear technologies including research, development, construction, operation, testing, and maintenance of nuclear reactors, radiation generating devices, and associated systems and equipment.

Nuclear Physics - Knowledge of the concepts, principles, theories, and methods related to the prediction of nuclear interactions and reactions, including practices and methods used to produce, measure, use, or observe such reactions in stars, nuclear weapons systems, and radiation shielding.

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O

Object Technology - Knowledge of the principles, methods, tools, and techniques that use object-oriented languages, analysis, and design methodologies.

Operating Systems - Knowledge of computer network, desktop, and mainframe operating systems and their applications.

Operations - Knowledge of engineering or physical science disciplines to support space flight operations, training or planning; serving as an astronaut or mission specialist.

Operations Support - Knowledge of procedures to ensure production or delivery of products and services, including tools and mechanisms for distributing new or enhanced software.

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Oral Communication (‡) - Makes clear and convincing oral presentations. Listens effectively; clarifies information as needed.

Organizational Development - Knowledge of the principles of organizational development and change management theories, and their applications.

Organizational Performance Analysis - Knowledge of the methods, techniques, and tools used to analyze program, organizational, and mission performance; includes methods that deliver key performance information (for example, comparative, trend, diagnostic, root cause, predictive) used to inform decisions, actions, communications, and accountability systems.

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P

Painting - Knowledge of materials, methods, and appropriate tools to apply paint and other protective coating materials on drywall, wood, metal, glass, and other surfaces.

Pathology - Knowledge of the concepts, principles, and theories of plant, insect, or animal diseases and host/pathogen relationships, including effects on natural and managed ecosystems.

Perceptual Speed - Quickly and accurately sees detail in words, numbers, pictures, and graphs.

Performance Management - Knowledge of performance management concepts, principles, and practices related to planning, monitoring, rating, and rewarding employee performance.

Performance Measurement - Knowledge of the principles and methods for evaluating program or organizational performance using financial and nonfinancial measures, including identification of evaluation factors (for example, workload, personnel requirements), metrics, and outcomes.

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Peripheral Vision - Sees objects or movement of objects to one's side when the eyes are focused forward.

Personnel and Human Resources - Knowledge of hiring, classification, benefits, labor relations, negotiation, and Federal, state, and local employment regulations.

Personnel Security and Safety - Knowledge of methods and controls of personnel, public safety, and security operations; investigation and inspection techniques; or rules, regulations, precautions, and prevention techniques for the protection of people, data, or property.

Pest Control - Knowledge of pest species and the methods and materials, including chemicals, for control or prevention.

Petroleum Engineering - Knowledge of the concepts, principles, theories, and methods related to the exploration, development, extraction, recovery, processing, and conservation of fluid minerals, geothermal resources, organic compounds, or natural gas resources.

Philosophy - Knowledge of different philosophical systems, including their basic principles, values, ethics, ways of thinking, customs, religions, and practices, and their impact on human culture.

Physical Security - Knowledge of methods and controls to protect an organization from natural or man-made threats to physical locations where information systems equipment is located or work is performed (for example, computer rooms, work locations, and equipment rooms).

Physical Strength - Exerts maximum muscle force to lift, push, pull, or carry objects; performs moderately laboring work.

Physical Strength and Agility - Ability to bend, lift, climb, stand, and walk for long periods of time; ability to perform moderately heavy laboring work.

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Physics - Knowledge and prediction of physical principles, laws, and applications including air, water, material dynamics, light, atomic principles, heat, electric theory, earth formations, and meteorological and related natural phenomena.

Physical Sciences - Knowledge of the concepts, principles, theories, and methods to investigate and apply the relations between space, time, matter, and energy in the areas of gravity, atomic principles, mechanics, heat, light, sound, electricity, magnetism, and related natural phenomena.

Plumbing and Pipefitting - Knowledge of materials, methods, and the appropriate tools to install, maintain, or repair pipelines, pipe systems, and fixtures, including water, air, steam, gas, chemicals, or sewage.

Political Savvy - Identifies the internal and external politics that impact the work of the organization. Perceives organizational and political reality and acts accordingly.

Principles of Accounting - Knowledge of generally accepted accounting principles, standards, and practices (for example, double entry accounting, accrual accounting), including the full accounting cycle and the preparation of work sheets, financial statements, ledgers, and journals.

Principles of Finance - Knowledge of the basic principles, practices, and methods of financial management to include requisitions, apportionments, allotments, investments, fiscal management, activity reporting, and fiscal year guidelines.

Problem Solving (‡) - Identifies and analyzes problems; weighs relevance and accuracy of information; generates and evaluates alternative solutions; makes recommendations.

Process Control - Knowledge of the principles, methods, and procedures used for the automated control of a process, including the design, development, and maintenance of associated software, hardware, and systems.

* Definition contains wording that is more generalizable
† Definition contains wording to achieve a specific reading level
‡ Definition contains wording specific to managerial or leadership

Product Evaluation - Knowledge of methods for researching and analyzing external products to determine their potential for meeting organizational standards and business needs.

Production and Processing - Knowledge of inputs, outputs, raw materials, waste, quality control, costs, maintaining inventory, and techniques for maximizing the manufacture and distribution of goods.

Propulsion and Power - Knowledge of the concepts, principles, and theories of liquid, solid, electrical, chemical, electrochemical, or nuclear propulsion and power generation systems, their component parts and subsystems, and the direct and indirect conversion of energy into power for various applications.

Psychology - Knowledge of the concepts, principles, and theories of human behavior and performance in various contexts, mental processes, or the assessment and treatment of behavioral and affective disorders.

Public Planning - Knowledge of functions, principles, methods, and techniques of public planning, including those related to community planning, outdoor recreation planning, and natural resource management, such as demand forecasting, environmental impact analysis, financial forecasting, and land use planning and zoning.

Public Safety and Security - Knowledge of military, weaponry, and intelligence operations; public safety and security operations; occupational health and safety; investigation and inspection techniques; or rules, regulations, precautions, and prevention techniques for the protection of people, data, and property.

Public Service Motivation - Shows a commitment to serve the public. Ensures that actions meet public needs; aligns organizational objectives and practices with public interests.

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Q

Quality Assurance - Knowledge of the principles, methods, and tools of quality assurance and quality control used to ensure a product fulfills functional requirements and standards.

Quality Management - Knowledge of the principles, methods, and tools of quality assurance, quality control, and reliability used to ensure that a project, system, or product fulfills requirements and standards.

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R

Rangeland Management - Knowledge of the concepts, principles, and theories of non-forested or forested land ecosystems, including rangeland use, management, and monitoring; conducting inventories; and the role of disturbances in rangeland ecosystems.

Reading (*) - Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Reading (†) - Understands and interprets written material, including technical materials, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Real Estate - Knowledge of real estate principles, practices, markets, and values.

Recruitment/Placement - Knowledge of HR concepts, principles, and practices related to identifying, attracting, and selecting individuals and placing them into positions to address changing organizational needs.

Remote Sensing - Knowledge of the concepts, principles, theories, and methods necessary to obtain, use, and interpret data from remote sensing sources, including aircrafts and satellites.

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Requirements Analysis - Knowledge of the principles and methods to identify, analyze, specify, design, and manage functional and infrastructure requirements; includes translating functional requirements into technical requirements used for logical design or presenting alternative technologies or approaches.

Research - Knowledge of the scientific principles, methods, and processes used to conduct a systematic and objective inquiry; including study design, collection, analysis, and interpretation of data; and the reporting of results.

Resilience - Deals effectively with pressure; remains optimistic and persistent, even under adversity. Recovers quickly from setbacks.

Restraint and Self-defense - Knowledge of techniques and methods used to restrain hostile individuals, including the models and guidelines on appropriate level and nature of force for self- defense.

Risk Management - Knowledge of the principles, methods, and tools used for risk assessment and mitigation, including assessment of failures and their consequences.

Road Work and Pavement - Knowledge of materials, methods, and appropriate tools to construct, maintain, or repair road surfaces, including sidewalks, parking lots, runways, etc.

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S

Safety Engineering - Knowledge of the concepts, principles, theories, and methods to identify, control, mitigate, and eliminate safety hazards in the design and use of facilities, equipment, operations, and work processes.

Sales and Marketing - Knowledge of showing, promoting, and selling products and services.

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Search - Knowledge of the laws, principles and methods of conducting searches on personal property such as vehicles, documents, buildings, and items.

Security - Knowledge of the laws, regulations, and guidelines related to securing personnel, facilities, and information, including the requirements for handling, transporting, and protecting classified information and proper reporting of security incidents.

Seizure - Knowledge of the laws, regulations, and procedures for property seizure, including chain of custody requirements and procedures to catalog and secure seized property.

Self-Esteem (*) - Believes in own self-worth; maintains a positive view of self and displays a professional image.

Self-Esteem (†) - Believes in own self-worth; maintains a positive view of self and displays a confident, capable image.

Sociology and Anthropology - Knowledge of the concepts, principles, and theories of group behavior and dynamics; societal trends and influences; and cultures, their history, migrations, ethnicity, and origins.

Software Development - Knowledge of the principles, methods, and tools for designing, developing, and testing software in a given environment.

Software Engineering - Knowledge of software engineering design and development methodologies, paradigms, and tools; the software life cycle; software reusability; and software reliability metrics.

Software Testing and Evaluation - Knowledge of the principles, methods, and tools for analyzing and developing software test and evaluation procedures.

Soil Science - Knowledge of the concepts, principles, or theories of soil composition, formation, classification, mapping, testing, and management, including erosion, pollution, conservation, and watershed management.

Space Science - Knowledge of physical science and engineering necessary to conduct research or study the solar system and beyond.

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Spatial Orientation - Knows one's location in relation to the environment; determines where other objects are in relation to one's self (for example, when using a map).

Speaking - Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations; uses body language appropriately.

Stakeholder Management - Knowledge of the concepts, practices, and techniques used to identify, engage, influence, and monitor relationships with individuals and groups connected to a work effort; including those actively involved, those who exert influence over the process and its results, and those who have a vested interest in the outcome (positive or negative).

Stamina (*) - Exerts oneself physically over long periods of time without tiring (which may include performing repetitive tasks such as data entry or coding).

Stamina (†) - Exerts oneself physically over long periods of time without tiring (which may include performing repetitive tasks such as hammering or lifting objects).

Standards - Knowledge of standards that either are compliant with or derived from established standards or guidelines.

Strategic Thinking (‡) - Formulates objectives and priorities, and implements plans consistent with the long-term interests of the organization in a global environment. Capitalizes on opportunities and manages risks.

Strategic Thinking (*) - Formulates effective strategies consistent with the business and competitive strategy of the organization in a global economy. Examines policy issues and strategic planning with a long-term perspective. Determines objectives and sets priorities; anticipates potential threats or opportunities.

Stress Tolerance - Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).

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Structural Engineering - Knowledge of the concepts, principles, theories, and methods related to the design and analysis of complex structures using a variety of materials. Structures may include aerospace systems or structures, and other determinate or indeterminate systems.

Surveillance - Knowledge of surveillance and counter-surveillance techniques, policies, and laws, including overt and covert methods and electronic, optical, and video surveillance methods and tools.

Surveying - Knowledge of the concepts, principles, theories, and methods used in the measurement or determination of land boundaries, distances, elevations, areas, angles, and other features of the earth's surface.

Systems Engineering - Knowledge of the practice of integrating multiple disciplines into a team as part of a structured development process throughout a system's life cycle.

Systems Integration - Knowledge of the principles, methods, and procedures for installing, integrating, and optimizing information systems components.

Systems Life Cycle - Knowledge of systems life cycle management concepts used to plan, develop, implement, operate, and maintain information systems.

Systems Testing and Evaluation - Knowledge of principles, methods, and tools for analyzing and developing systems testing and evaluation procedures and technical characteristics of IT systems, including identifying critical operational issues.

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T

Tax Law - Knowledge of accounting and tax law for individuals, sole proprietorships, partnerships, and corporations.

Teaches Others - Helps others learn; identifies training needs; provides constructive reinforcement; coaches others on how to perform tasks; acts as a mentor.

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Team Building - Inspires and fosters team commitment, spirit, pride, and trust. Facilitates cooperation and motivates team members to accomplish group goals.

Technical Credibility - Understands and appropriately applies principles, procedures, requirements, regulations, and policies related to specialized expertise.

Technical Documentation - Knowledge of procedures for developing technical and operational support documentation.

Technical Problem Solving - Troubleshoots, diagnoses, analyzes, and identifies system malfunctions to determine the source and cause of the problem.

Technology Awareness - Knowledge of developments and new applications of information technology (hardware, software, telecommunications), emerging technologies and their applications to business processes, and applications and implementation of information systems to meet organizational requirements.

Technology Management - Keeps up-to-date on technological developments. Makes effective use of technology to achieve results. Ensures access to and security of technology systems.

Telecommunications - Knowledge of the concepts, principles, and theories of transmissions, broadcasting, switching, control, construction, or operation of telecommunications systems.

Textiles - Knowledge of materials, methods, and appropriate tools to make and repair items made of fabric or leather.

Therapy and Counseling - Knowledge of diagnosis and treatment of physical and mental ailments, and career guidance.

Toolmaking - Knowledge of materials, methods, and appropriate tools to make or repair metal parts, tools, gauges, models, patterns, and machines.

Transportation - Knowledge of principles and methods for moving people or goods by air, rail, sea, or road, including costs and limits.

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Transportation Engineering - Knowledge of the concepts, principles, theories, and methods applicable to planning, designing, and constructing of transportation systems including traffic analysis, signal analysis, highway capacity, pavement design, bridge construction, planning of transportation projects, environmental analysis of transportation facilities, and transportation network analysis.

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V

Vehicle Maintenance - Knowledge of motor vehicle engines, parts, and systems, including their designs, uses, repair, and maintenance.

Vehicle Operation - Knowledge of procedures for operating motor vehicles, including cars, trucks, or watercraft.

Vision (*) - Understands where the organization is headed and how to make a contribution; takes a long-term view and recognizes opportunities to help the organization accomplish its objectives or move toward the vision.

Vision (‡) - Takes a long-term view and builds a shared vision with others; acts as a catalyst for organizational change. Influences others to translate vision into action.

Visual Color Discrimination - Accurately matches or detects differences among colors, including shades of color and brightness.

Visual Identification - Accurately identifies people, animals, or objects based on knowledge of their characteristics.

Vulnerabilities Assessment - Knowledge of the principles, methods, and tools for assessing vulnerabilities, and developing or recommending appropriate mitigation countermeasures.

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W

Web Technology - Knowledge of the principles and methods of web technologies, tools, and delivery systems, including web security, privacy policy practices, and user interface issues.

Wildlife Biology - Knowledge of the concepts, principles, and theories of wildlife, including classification, taxonomy, population dynamics, distribution, habitat requirements, life histories, reproduction, behaviors, conservation, and care of wildlife.

Workforce Planning - Knowledge of HR concepts, principles, and practices related to determining workload projections and current and future competency gaps to align human capital with organizational goals.

Written Communication - Writes in a clear, concise, organized, and convincing manner for the intended audience.

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Historical Notes

Through the many MOSAIC studies, some of the competency definitions were altered – some to a small extent and others to a greater extent – which resulted in some competencies having multiple definitions (e.g., the competency, Self-Management, had three different definitions).

Having multiple versions of a competency can cause confusion; therefore, to make the process of selecting a competency easier, OPM personnel psychologists reviewed all 885 MOSAIC competencies identified from 1992 through 2012 and came to a consensus on which competency definitions will be used for future MOSAIC studies. However, there are certain instances where a competency will continue to have multiple definitions; in those instances, the reason for the additional definitions will be noted.

The goal of the FWCI is to update Governmentwide competency models to provide OPM and Federal agencies with current data for use in a wide variety of human capital activities, including job design, recruitment, selection, performance management, training, and career development. Phase 1 of the FWCI focused on updating general competency data for a broad group of occupations. The results of the FWCI also supports the continued use of the MOSAIC general competencies as a foundation for agency-specific and occupation-specific models.



U.S. Office of Personnel Management

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U.S. Office of Personnel Management Federal Workforce Competency Initiative Frequently Asked Questions (FAQs)

1. What is the Federal Workforce Competency Initiative (FWCI)?

The FWCI updates the content of OPM's MOSAIC (Multipurpose Occupational Analysis Inventory – Closed Ended) studies. The MOSAIC studies, conducted by OPM since the 1990s, provide a common language for competency use across the Federal Government, for policies OPM develops and implements for the customers they serve. The FWCI is an opportunity for OPM and agencies to work together to identify the competencies most important for success and provides critical data needed to continue building the foundation for effective human capital management across the Federal Government.

2. Why did OPM conduct this study?

OPM initiated the FWCI to identify common competencies across a broad set of occupational series. The FWCI used the MOSAIC general competencies as the basis of the study. This initiative will provide OPM with data to inform policy areas such as classification and qualifications. OPM and Federal agencies will also have an updated set of general competencies to support a wide variety of human capital activities, including job design, recruitment, selection, performance management, training, and career development.

3. Who participated in the study?

Over 90,000 Federal employees and supervisors from more than 300 occupational series governmentwide responded to the general competency survey and were crucial in examining, rating, and participating in the development of the competency models.

4. What do the study results cover?

The FWCI survey included 32 competencies across 214 occupational series. The 214 occupational series covers the Professional, Administrative, Technical, Clerical, and Other (PATCO) categories. To learn more about each of these categories, refer to Section II.C of the [*Introduction to Position Classification Standards*](#).

5. What are Professional, Administrative, Technical, Clerical, and Other occupations?

White-collar occupations are classified according to five major occupational categories referred to as PATCO (Professional, Administrative, Technical, Clerical, and Other). The definitions of these categories are based on the subject matter of work, the level of difficulty or responsibility involved, and the educational requirements of each occupation. To learn more about each of these categories, refer to Section II.C of the [*Introduction to Position Classification Standards*](#).

6. How will the results of the FWCI be used?

The general competencies from the FWCI will be used to inform Federal human resources policy and to assist agencies with their skills-based hiring practices. The competencies identified will also be used to expand the number of occupations covered by various types of assessment tools.

7. What is a competency?

OPM defines competency as a measurable pattern of knowledge, skills, abilities, behaviors, and other characteristics that an individual needs to perform work roles or occupational functions successfully. Competencies specify the "how" of performing job tasks, or what the person needs to do the job successfully. The terms competencies and KSAs are sometimes used interchangeably and serve the same function in the job analysis process.

Competencies tend to be either general or technical. General competencies reflect the cognitive and social capabilities (e.g., problem solving and interpersonal skills) required for job performance in a variety of occupations. Technical competencies are more specific than general competencies, as they are tailored to the particular knowledge, skills, and ability requirements necessary for a specific job.

8. Did the FWCI identify new competencies?

Yes, the FWCI includes two new competencies, Digital Collaboration and Supporting Diversity. The definitions for both competencies are defined below:

- Digital Collaboration - uses digital tools, technologies, or social media for communication, knowledge-sharing, and collaborative processes; works with others to construct and create resources and knowledge, or provide services, in a digital environment.
- Supporting Diversity - maintains an open mind regarding different ideas, opinions, values, and beliefs; recognizes own worldview and understands its influence on interactions with others; incorporates a variety of viewpoints to help accomplish work goals; contributes to an inclusive work environment with equal treatment of individuals across all demographic (e.g., race, gender) and social (e.g., culture) groups.

9. How can agencies use the FWCI Competencies and Competency Models?

The FWCI competencies provide agencies with a common set of general competencies to build upon for the knowledge and skills needed to perform work for a position or work role. Agencies are still responsible for conducting a job analysis to verify that the general competencies from this model are appropriate for the position or work role within their agency.

The general competencies provided in the tables in Attachment 1 have been confirmed as appropriate for selection on a governmentwide basis for the occupations presented. Agencies may use these general competencies to select applicants for the occupations

and grades indicated in the tables as supported by the evaluation of work. Agencies are responsible for collecting job analysis information to support the use of competencies for other occupations and/or grades. Agencies must also conduct their own job analysis ([5 CFR 300.103](#)) for their occupations to identify technical competencies needed to perform the work. Please refer to [OPM's Delegated Examining Operations Handbook](#) for more information on conducting a job analysis.

Agencies can use these competencies for their agency recruitment and employee selection efforts (e.g., competency-based assessments), and for job design, performance management, training, and career development activities.

10. Why are competency models for all occupational series within a job family not included?

After analyzing the FWCI survey data, there were series with insufficient data to create a comprehensive competency model. Other occupation series models not included are those that are available on the [Assessment and Selection](#) website and are currently in development; the models in development will be posted as they become available for agency use.

11. Will agencies be able to use OPM's MOSAIC studies and the competency models for individual occupations (e.g., Cybersecurity, IT Program Management, Grants Management, Financial Management, etc.)?

The results of the FWCI support the continued use of the MOSAIC general competencies. OPM's MOSAIC studies and the competency models for individual occupations located on OPM's [Assessment and Selection](#) webpage are still available for agency use. However, agencies must conduct their own job analysis ([5 CFR 300.103](#)) for their occupations to verify the appropriateness of the general competencies and to identify technical competencies needed to perform the work.

12. Will OPM issue additional competency models issued in the future?

Yes, OPM will release additional models including a PATCO competency model to support federal skills hiring governmentwide.