NOAA HUMAN RESOURCES
COMPETENCY MODEL

Staffing
General & Technical Competency Guide
1. HUMAN RESOURCES PRINCIPLES AND PRACTICES

Research, interpret, or apply a wide range of personnel management theories, principles, laws, rules, regulations, procedures, precedents and practices. (1)

Track trends in a functional area of expertise and provide forecasts and recommendations. (61)

Recognize the interrelationships among all functional areas. (99)

Apply knowledge of Merit Principles to various functional areas. (117)

Determine the impact of Privacy Act, Freedom of Information Act (FOIA), suitability and security regulations on personnel actions. (156)

2. CUSTOMER RELATIONS

Anticipate and assess customer needs. (2)

Evaluate customer requirements from the customers perspective. (21)

Consult and partner with internal and external customers to meet requirements and achieve organizations goals. (41)

Provide service to customers in a flexible, innovative responsive, timely and cost-effective manner. (62)

Develop customer confidence and trust. (82)

3. BUSINESS MANAGEMENT

Understand the business processes of the organization(s) served. (3)

Link HRM services to strategic plans and vision and mission statements. (42)

Show value added (the intersection of cost and quality) for services(s) provided. (134)
4. INFORMATION TECHNOLOGY

Demonstrates basic computer skills. (4)

Use various software programs: word processing, graphics, database, spreadsheets and LAN/E-mail systems. (64)

Understand and uses applicable automated HR systems. (120)

5. LEADERSHIP

Serve as mentor to peers and other staff. (24)

Build quality principles and methodologies into processes and systems. (85)

6. TEAMWORK

Maintain and foster effective working relationships with others. (6)

Understand group dynamics. (25)

Establish relationships and networks across a broad range of people and groups. (136)

7. PLANNING AND IMPLEMENTING CHANGE

8. ETHICAL RESPONSE/INTEGRITY

Apply ethical principals and standards in accomplishing work. (27)

Challenge inappropriate or ineffective course of action. (88)

Protect confidential information. (174)

9. ORGANIZATIONAL AWARENESS

Knowledge of customer(s) mission, objectives strategic plans and work processes. (8)

Knowledge of the customer(s) work force differences and trends. (28)
Identify systemic and regulatory encumbrances to giving customers what they need. (89)

10. EXTERNAL AWARENESS

11. DIVERSITY AWARENESS

Recognize the value of cultural, ethnic, gender and other individual differences. (10)

Practice and promote inclusiveness. (50)

Communicate with individuals with diverse backgrounds. (107)

12. MANAGING SELF

Be results oriented. (11)

Set priorities. (51)

Handle a variety of assignments at the same time and keep track of details. (71)

Adapt to change and retain a high level of flexibility. (90)

Deal with stress. (152)

13. PROBLEM SOLVING AND DECISION MAKING

Generate creative ideas and innovative ways to solve problems. (52)

14. COMMUNICATION (WRITTEN AND ORAL)

Utilize effective win/win techniques. (53)

Listen actively and provide feedback. (73)

Handle difficult or angry people and diffuse tense situations. (92)

Communicate with all levels of management and customers. (110)
Instruct/train others in functional area(s) of expertise. (138)
15. HR TECHNICAL KNOWLEDGE AND ABILITY

Apply merit promotion and internal placement procedures. (15)

Conduct job analysis and develop and apply evaluation criteria. (35)

Advise management of various options for filling, realigning, or downsizing positions. (54)

Understand FEORP and special emphasis/selective placement programs. (74)

Forecast staffing needs and select appropriate recruitment sources, methods and materials using various appointing authorities. (93)

Determine applicant qualifications and suitability for positions. (111)

Set pay for individual employees. (127)

Understand RIF, Career Transition and other outplacement and incentives programs. (146)

Analyze work force data to identify trends and areas of underrepresentation. (161)

Identify and define systemic barriers to equal employment opportunity. (164)

Uses all available recruitment techniques and exercises creative and innovative approaches to market and staff vacant positions. (170)

Understands and advises management on the applicability of retention allowances, recruitment bonuses and relocations bonus plans. (171)