

## HR Specialist - Entry Level (GS-5-7-9)

### Core Competency Proficiency Chart

A competency is 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. As you plan your career, it is essential to consider competencies as they provide a framework for understanding what is required to be successful as an HR Specialist.

	GS-5	GS-7	GS-9
Core General Competencies		<ul style="list-style-type: none"> <li>• Accountability</li> <li>• Attention to Detail</li> <li>• Client Engagement/Change Management</li> <li>• Computer Skills</li> <li>• Confidentiality</li> <li>• Conflict Management</li> <li>• Continual Learning</li> <li>• Creative Thinking</li> <li>• Creativity and Innovation</li> <li>• Customer Service</li> <li>• Decision Making</li> <li>• Digital Collaboration</li> <li>• Flexibility</li> <li>• Information Management</li> <li>• Integrity/Honesty</li> <li>• Interpersonal Skills</li> <li>• Learning</li> <li>• Oral Communication</li> <li>• Organizational Awareness</li> <li>• Partnering</li> <li>• Planning and Evaluating</li> <li>• Problem Solving</li> </ul>	<ul style="list-style-type: none"> <li>• Accountability</li> <li>• Attention to Detail</li> <li>• Client Engagement/Change Management</li> <li>• Computer Skills</li> <li>• Confidentiality</li> <li>• Conflict Management</li> <li>• Continual Learning</li> <li>• Creative Thinking</li> <li>• Creativity and Innovation</li> <li>• Customer Service</li> <li>• Decision Making</li> <li>• Digital Collaboration</li> <li>• Education and Training</li> <li>• Flexibility</li> <li>• Influencing/Negotiating</li> <li>• Information Management</li> <li>• Integrity/Honesty</li> <li>• Interpersonal Skills</li> <li>• Learning</li> <li>• Leveraging Diversity</li> </ul>

		<ul style="list-style-type: none"> <li>• Reading</li> <li>• Reasoning</li> <li>• Self-Management</li> <li>• Stress Tolerance</li> <li>• Supporting Diversity</li> <li>• Teamwork</li> <li>• Technical Competence</li> <li>• Writing</li> </ul>	<ul style="list-style-type: none"> <li>• Oral Communication</li> <li>• Organizational Awareness</li> <li>• Partnering</li> <li>• Planning and Evaluating</li> <li>• Problem Solving</li> <li>• Reading</li> <li>• Reasoning</li> <li>• Self-Management</li> <li>• Strategic Thinking</li> <li>• Stress Tolerance</li> <li>• Teaching Others</li> <li>• Teamwork</li> <li>• Technical Competence</li> <li>• Writing</li> </ul>
<b>Core Technical Competencies</b>		<ul style="list-style-type: none"> <li>• Compliance</li> <li>• Human Resources</li> </ul>	<ul style="list-style-type: none"> <li>• Compliance</li> <li>• Data Analysis</li> <li>• Human Resources</li> </ul>

## General Competency Descriptions

<b>Accountability</b>	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.
<b>Attention to Detail</b>	Is thorough when performing work and conscientious about attending to detail.
<b>Client Engagement/Change Management:</b>	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.

<b>Computer Skills</b>	Uses computers, software applications, databases, and automated systems to accomplish work.
<b>Confidentiality</b>	Respect and adhere to ethical principles regarding data protection and confidentiality, while using sound judgment and maintaining accountability regarding any information (documents, conversations, agency action, etc.) obtained as part of the professional activity.
<b>Conflict Management</b>	Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.
<b>Continual Learning</b>	Assesses and recognizes own strengths and weaknesses; pursues self-development.
<b>Creative Thinking</b>	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.
<b>Creativity and Innovation</b>	Introduces new insights; questions conventional approaches and encourages innovative ideas; designs and considers new or cutting-edge programs/processes.
<b>Customer Service</b>	Works with clients and customers (that is, 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) 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.
<b>Decision Making</b>	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.
<b>Digital Collaboration</b>	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.
<b>Education and Training</b>	Knowledge of teaching, training, research, making presentations, lecturing, and other instructional methods.

<b>Flexibility</b>	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.
<b>Human Capital Management</b>	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.
<b>Influencing/Negotiating</b>	Persuades others to accept recommendations, cooperate, or change their behavior; works with others towards an agreement; negotiates to find mutually acceptable solutions.
<b>Information Management</b>	Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.
<b>Integrity/Honesty</b>	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.
<b>Interpersonal Skills</b>	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.
<b>Learning</b>	Uses efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development.
<b>Oral Communication</b>	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.

<b>Organizational Awareness</b>	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.
<b>Partnering</b>	Develops networks and builds alliances; collaborates across boundaries to build strategic relationships and achieve common goals.
<b>Planning and Evaluating</b>	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.
<b>Problem Solving</b>	Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.
<b>Project Management</b>	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.
<b>Reading</b>	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.
<b>Reasoning</b>	Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.
<b>Self-Management</b>	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.
<b>Strategic Thinking</b>	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.

<b>Stress Tolerance</b>	Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).
<b>Teaching Others</b>	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.
<b>Teamwork</b>	Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals
<b>Technical Competence</b>	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.
<b>Writing</b>	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.