ADM – Clerk Typist/Office Automation Competencies

(Revised 03-28-2005)

This Matrix is a one-page snapshot of all the competencies associated with this Learning Category or Competency Group. To review the competency descriptions, jobs, and task statements associated with these competencies, use this link.

		Entry Level Competencies	Intermediate Level Competencies	Full Level Competencies	Advanced-Level Competencies
	NPS				
	OPM				
	NPS				
	OPM				
	NPS				
	OPM				
NPS					
OPM		1 Conscientiousness 2 Customer Service 3 Flexibility 4 Interpersonal Skills 5 Listening 6 Memory 7 Self-Management 8 Speaking 9 Writing			

NPS Universal Competencies

1 Mission Comprehension **2** Agency Orientation	**3** NPS Operations **4** Fundamental Values	**5** Resource Stewardship **6** Problem-Solving Skills	**7** Communication Skills	**8** Individual Development & Planning

OPM General Competencies

1 Honesty/Integrity 2 Self-Esteem	3 Reading			