

ADM – Mail & File Clerical & Assistant 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](#).

Advanced-Level Competencies

						Full Level Competencies		NPS	1 Policy
								OPM	
				Intermediate Level Competencies				NPS	
								OPM	1 Listening 2 Reading 3 Speaking
		Entry Level Competencies						NPS	
								OPM	
NPS									
OPM		1 Conscientiousness 2 Customer Service 3 Flexibility 4 Interpersonal Skills 5 Memory 6 Teamwork							
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									