

ADM – Miscellaneous Clerk 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](#).

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