

2210 — Customer Support Competency Definitions

Competency	Definition	Category
Administration and Management	Knowledge of planning, coordination, and execution of business functions, resource allocation, and production.	Task Execution
Attention to Detail	Thorough when performing work and conscientious about attending to detail.	Task Execution
Computers and Electronics	Knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming.	Task Execution
Creative Thinking	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.	Task Execution
Customer Service	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 high quality products and services.	Task Execution
Decision Making	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.	Task Execution

Flexibility	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.	Task Execution
Information Management	Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.	Task Execution
Information Technology Performance Assessment	Knowledge of the principles, methods, and tools (for example, surveys, system performance measures) to assess the effectiveness and practicality of information technology systems.	Technical Skills
Integrity/Honesty	Contributes to maintaining the integrity of the organization; displays high standards of ethical conduct and understands the impact of violating this standard on an organization, self, and others; is trustworthy.	Task Execution
Interpersonal Skills	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.	Task Execution
Learning	Uses efficient learning techniques to acquire and apply new knowledge and skills; uses training; feedback, or other opportunities for self-learning and development.	Task Execution
Memory	Recalls information that has been presented previously.	Task Execution
Network Management	Knowledge of the operation, management, and maintenance of network and telecommunication systems and linked systems and peripherals.	Technical Skills

Operations Support	Knowledge of procedures to ensure production or delivery of products and services, including tools and mechanisms for distributing new or enhanced software.	Technical Skills
Planning and Evaluation	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.	Task Execution
Reading	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.	Task Execution
Reasoning	Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.	Task Execution
Self-Esteem	Believes in own self-worth; maintains a positive view of staff and displays a professional image.	Task Execution
Self-Management	Sets well-defined and realistic personal goals; displays a high level of initiative, efforts, and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.	Task Execution
Stress Tolerance	Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).	Task Execution

Teaching Others	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	Supervisory Effectiveness
Teamwork	Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.	Task Execution
Vision	Understands where the organization is headed and how to make a contribution; takes a long-term view and recognizes opportunities to help the organization accomplish its objectives or move toward the vision.	Supervisory Effectiveness
Writing	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.	Task Execution
