



**National Institutes of Health
Competency Model**

**Equal Employment
Opportunity Assistant
GS - 361**

Occupation Competency Model

Equal Employment Opportunity Assistant Competency Model		
Competency	Definition	Key Behaviors
Program Support and Automation	Provides technical and administrative support to all functions and programs	<ul style="list-style-type: none"> • Uses automation systems to input and retrieve workforce data and to assist in the preparation of EEO reports • Coordinates planning and scheduling of EEO meetings, training, and related events • Coordinates logistical support and provides assistance in all tasks associated with EEO training and special events • Develops efficient work flow processes in support of EEO administrative program tasks and functions • Identifies administrative/technical problems and provides efficient and effective solutions
EEO Laws, Technical Regulations, and Procedures Assistance	Understands and executes the practical application of Federal EEO laws, regulations, and policies	<ul style="list-style-type: none"> • Conveys accurate information to employees and applicants regarding the basic principles of EEO laws, regulations, and rules to Federal employment • Researches and stays current with changes in EEO laws, rules and procedures affecting Federal employees • Uses EEO knowledge to assist EEO Specialists in the development of EEO reports, documents, procedures and guidelines • Understands and applies the principles of Federal EEO laws, regulations, and policies to daily office functions and tasks

Equal Employment Opportunity Assistant Competency Model		
Competency	Definition	Key Behaviors
EEO Complaint Procedures Assistance	Demonstrates and applies knowledge and understanding of the procedures for EEO complaint processing.	<ul style="list-style-type: none"> • Provides assistance on a variety of EEO matters and reports using accurate information and knowledge • Conducts pre-complaint counseling and produces an adequate counseling report within the regulated timelines • Interviews aggrieved individuals and advises them of their EEO rights and responsibilities and conflict resolution options • Collects, analyze, and prepare accurate reports related to allegations of discrimination • Protects sensitive and confidential information according to EEO procedures, privacy laws and regulations • Prepares EEO complaint records and files information according to standard operating procedures
Affirmative Employment and EEOC MD-715 Assistance	Understands and utilizes the EEOC procedures and report guidelines as a standard for developing affirmative program reports and assists in the preparation of annual reports.	<ul style="list-style-type: none"> • Possesses knowledge of affirmative employment laws, EEOC MD-715 and HR directives to assist in the development of a results oriented agency EEO program • Obtains factual information, prepares statistical data and provides resource support in the preparation of annual MD 715 report • Reviews workforce data to identify trends and barriers • Develops appropriate graphic analysis summaries to describe various trends • Collects and review information for the annual MD 715 status report

NIH Proficiency Scale

Score	Proficiency Level	Description
1	<i>Fundamental Awareness</i> (basic knowledge)	You have a common knowledge or an understanding of basic techniques and concepts. Focus is on learning.
2	<i>Novice</i> (limited experience)	You have the level of experience gained in a classroom and/or experimental scenarios or as a trainee on-the-job. You are expected to need help when performing this skill. Focus is on developing through on-the-job experience; You understand and can discuss terminology, concepts, principles, and issues related to this competency; You utilize the full range of reference and resource materials in this competency.
3	<i>Intermediate</i> (practical application)	You are able to successfully complete tasks in this competency as requested. Help from an expert may be required from time to time, but you can usually perform the skill independently. Focus is on applying and enhancing knowledge or skill; You have applied this competency to situations occasionally while needing minimal guidance to perform successfully; You understand and can discuss the application and implications of changes to processes, policies, and procedures in this area.
4	<i>Advanced</i> (applied theory)	You can perform the actions associated with this skill without assistance. You are certainly recognized within your immediate organization as "a person to ask" when difficult questions arise regarding this skill. Focus is on broad organizational/professional issues; You have consistently provided practical/relevant ideas and perspectives on process or practice improvements which may easily be implemented; You are capable of coaching others in the application of this competency by translating complex nuances relating to this competency into easy to understand terms; You participate in senior level discussions regarding this competency; You assist in the development of reference and resource materials in this competency.
5	<i>Expert</i> (recognized authority)	You are known as an expert in this area. You can provide guidance, troubleshoot and answer questions related to this area of expertise and the field where the skill is used. Focus is strategic; You have demonstrated consistent excellence in applying this competency across multiple projects and/or organizations; You are considered the "go to" person in this area within NIH and/or outside organizations; You create new applications for and/or lead the development of reference and resource materials for this competency; You are able to diagram or explain the relevant process elements and issues in relation to organizational issues and trends in sufficient detail during discussions and presentations, to foster a greater understanding among internal and external colleagues and constituents.