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TSA CORE COMPETENCIES

Competency	Definition
Accountability	Holds self and others accountable for measurable high-quality, timely and cost-effective results; determines objectives, sets priorities and delegates work; accepts responsibility for mistakes; complies with established control systems and rules.
Administration and Management	Applies business and management principles involved in strategic planning, resource allocation, and coordination of people and resources in support of organizational operations.
Arithmetic and Mathematical Reasoning	Performs computations such as addition, subtraction, multiplication, and division correctly; solves practical problems by choosing appropriately from a variety of mathematical techniques such as formulas and percentages.
Attention to Detail	Is thorough and precise when accomplishing a task with concern for all aspects of the job involved; double-checks the accuracy of information and work products to provide consistently accurate and high-quality work.
Coaching & Mentoring	Provides clear, behaviorally specific performance feedback; makes suggestions for improvement in a manner that builds confidence and preserves self-esteem; works with individuals to develop improvement plans and achieve performance goals.
Command Presence	Demonstrates confidence and credibility in presence, demeanor and conduct in performance of duties within the work environment.
Conflict Management	Encourages creative tension and differences of opinions; anticipates and takes steps to prevent counter-productive confrontations; manages and resolves conflicts and disagreements in a constructive manner.
Conscientiousness	Demonstrates responsible and dependable behavior; takes responsibility for personal performance through a high level of effort and commitment.
Continual Learning	Assesses and recognizes own strengths and weaknesses; pursues self-development.

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Creativity and Innovation	Develops new insights into situations; questions conventional approaches; encourages new ideas and innovations; designs and implements new or cutting edge programs/processes.
Critical Thinking	Analyzes and evaluates information gathered by observation, experience, reflection, reasoning, or communication to draw conclusions and acts on them; processes and generates information to guide behavior; assesses surroundings and identifies potential risk.
Customer Service	Anticipates and meets the needs of both internal and external customers. Delivers high-quality products and services; is committed to continuous improvement.
Decisiveness (Decision Making)	Makes well-informed, effective and timely decisions, even when data are limited or solutions produce unpleasant consequences; perceives the impact and implications of decisions.
Developing Others	Develops the ability of others to perform and contribute to the organization by providing ongoing feedback and by providing developmental opportunities to learn through formal and informal methods.
Diversity Awareness	Recognizes variations among cultures and treats all people with respect; establishes and maintains effective working relationships with people from different backgrounds; provides a supportive work environment for the multicultural workforce by showing sensitivity to individual differences and treating others fairly; values and encourages varied perspectives, unique skills, and talents.
Entrepreneurship	Positions the organization for future success by identifying new opportunities; builds the organization by developing or improving products or services; takes calculated risks to accomplish organizational objectives.
External Awareness	Understands and keeps up-to-date on local, national, and international policies and trends that affect the organization and shape stakeholders' views; is aware of the organization's impact on the external environment.
Flexibility	Is open to change and new information; rapidly adapts to new information, changing conditions or unexpected obstacles.
Incident Management	Applies skills used to address situations that threaten the integrity of operations and/or the safety and security of people and significant assets.
Influencing/Negotiating	Persuades others; builds consensus through give and take; gains cooperation from others to obtain information and accomplish goals.

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Integrity/Honesty	Behaves in an honest, fair and ethical manner; shows consistency in words and actions; models high standards of ethics.
Interpersonal Skills	Treats others with courtesy, sensitivity, and respect; considers and responds appropriately to the needs and feelings of different people in different situations.
Leveraging Diversity	Fosters an inclusive workplace where diversity and individual differences are valued and leveraged to achieve the vision and mission of the organization.
Managing and Organizing Information	Gathers and systematically maintains data; determines its importance, accuracy, and effectiveness; and presents it by using in a variety of methods to meet a specific need.
Multitasking	Manages a high volume of work by balancing competing deadlines and priorities effectively amongst a variety of diverse tasks.
Oral Communication	Makes clear and convincing oral presentations; listens effectively; clarifies information as needed.
Organizational Awareness	Demonstrates commitment to the organization's mission, functions, policies, and procedures, and interfaces with other stakeholders to operate effectively.
Partnering	Develops networks and builds alliances; collaborates across boundaries to build strategic relationships and achieve common goals.
Planning and Evaluating	Determines objectives and strategies in order to meet goals; organizes work, sets priorities, and determines resource requirements; anticipates opportunities and assesses potential threats to project/program completion; monitors and evaluates the progress and outcomes of projects/programs.
Political Savvy	Identifies the internal and external politics that impact the work of the organization; perceives organizational and political reality and acts accordingly.
Problem Solving	Identifies and analyzes problems; weighs relevance and accuracy of information; generates and evaluates alternative solutions; makes recommendations.
Public Service Motivation	Shows a commitment to serve the public; ensures that actions meet public needs; aligns organizational objectives and practices with public interests.
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.
Self Management	Sets well-defined and realistic personal goals; displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.

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Situational Awareness	Recognizes that the environment is both complex and constantly changing; maintains engagement with team and environment while performing individual duties.
Strategic Thinking	Formulates objectives and priorities, and implements plans consistent with the long-term business and competitive interests of the organization in a global environment; capitalizes on opportunities and manages risks.
Team Building	Inspires and fosters team commitment, spirit, pride and trust; facilitates cooperation and motivates team members to accomplish group goals.
Teamwork	Works co-operatively with others to achieve shared goals; openly shares information, knowledge, and expertise with the team; puts team goals ahead of individual/personal goals.
Time Management	Concentrates efforts on the most important priorities; makes effective decisions within specified timeframes and takes appropriate action; allocates time effectively to reach goals.
Vision	Takes a long-term view and builds a shared vision with others; acts as a catalyst for organizational change; influences others to translate vision into action.
Written Communication	Writes in a clear, concise, organized, and convincing manner for the intended audience.

TSA TECHNICAL COMPETENCIES

Competency	Definition
Application of Screening Standard Operating Procedures	Applies knowledge of permitted and prohibited items and current Standardized Operating Procedures (SOP) to include security breach, current performance protocols (e.g., hand wanding techniques and special search methods), information on travel documents and procedures for reporting equipment failure.

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Data Analysis	Collects information to determine the validity and application of various types of data; applies different strategies for acquiring data; analyzes information and makes reasonable inferences or draws well-supported conclusions.
Financial Management	Understands the organization's financial processes; prepares, justifies and administers the program budget; oversees procurement and contracting to achieve desired results; monitors expenditures and uses cost-benefit thinking to set priorities.
Government Administrative Systems	Determines compliance with government policies and procedures; and cooperates with inspections and audits.
Human Capital Management	Builds and manages workforce based on organizational goals, budget considerations and staffing needs; ensures that employees are appropriately recruited, selected, appraised and rewarded; takes action to address performance problems; manages a multi-sector workforce and a variety of work situations.
Investigative Skills	Recognizes, collects and presents evidence that reconstructs events, sequences, and time elements; and establishes relationships, responsibilities, legal liabilities, and conflicts of interest, in a manner that meets requirements for presentation(s).
Law Enforcement Proficiency	Applies administrative and criminal investigative techniques and procedures; demonstrates knowledge of criminal statutes, rules of evidence, precedent court decisions, legal aspects of investigations, interviewing techniques and examination of evidentiary documents or material and the functions and jurisdictions of other Federal, State, and local law enforcement agencies.
Occupational Safety and Health Policies and Procedures	Applies knowledge of occupational safety and health protocols and requirements such as lifting techniques, blood-borne pathogens, safety hazard identification.
Operations Management	Directs all aspects of a program to ensure that work progresses toward achieving goals and objectives; assesses short- and long-term resource requirements and advises leadership on ways to address these requirements; evaluates overall program effectiveness, and adjusts strategies as needed, to ensure performance standards are met.
Resilience	Deals effectively with pressure; remains optimistic and persistent, even under adversity; recovers quickly from setbacks.
Respecting Privacy and Preserving Freedoms	Ensures that systems, processes and practices are effectively established and implemented to respect and protect the privacy of individuals affected by TSA's transportation security activities.

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Risk Management	Demonstrated ability to access, critically analyze, evaluate, and apply risk information to the decision making process in support of organizational goals and objectives.
Security Components and Programs in DHS and Other Organizations	Applies knowledge of security programs and activities in other components of DHS and other government agencies that impact, are impacted by, or otherwise relate to TSA security operations and programs.
Security Directives and Regulations	Applies knowledge of TSA transportation security policies, directives, and regulations, including on-going regulations and new or emerging directives, as well as understanding of how to implement the policies, directives and regulations in local TSA airport and/or FAMS operations.
Security Equipment Proficiency	Operation of security equipment (e.g., passenger X-ray technology, baggage X-ray technology, Explosive Trace Detection, passenger screening wands, magnetometer / walk through metal detector, two-way radios).
Technical Credibility	Understands and appropriately applies principles, procedures, requirements, regulations and policies related to specialized expertise.
Technology Application	Uses a variety of electronic products and equipment, such as computers, wireless devices, and two-way radios; uses job-specific software systems and databases to communicate and analyze information in the appropriate format.
Technology Management	Keeps up-to-date on technological developments; makes effective use of technology to achieve results; ensures access to and security of technology systems.
Training Development	Applies learning theories, methods and principles of adult education to one or more of the five phases of the Instructional System Design process to create and/or review training programs.
Training Instruction	Delivers or facilitates training using a combination of training delivery techniques and technical subject matter expertise; applies adult learning methodology to implement educational techniques which best compliment the curriculum and the audience.
Transportation Security Proficiency	Understands the range of security issues, threats and challenges facing TSA; the roles of other federal, state and local government agencies in addressing them; and the frameworks for effectively analyzing and addressing them.
Visual Observation	Noticing details and paying attention to instructions, demonstrations, and other activities; taking in and recalling incoming visual sensory information and using it to make predictions, comparison, and/or evaluations; recognizing differences or similarities, or sensing challenges in circumstances of event; discerning between relevant visual cues or information and irrelevant or distracting information; visually inspecting persons, property, or equipment.

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OPM ECQs

Competency	Definition
Building Coalitions (ECQ)	This core qualification involves the ability to build coalitions internally and with other Federal agencies, State and local governments, nonprofit and private sector organizations, foreign governments, or international organizations to achieve common goals.
Business Acumen (ECQ)	This core qualification involves the ability to manage human, financial, and information resources strategically.
Leading Change (ECQ)	This core qualification involves the ability to bring about strategic change, both within and outside the organization, to meet organizational goals; inherent to this ECQ is the ability to establish an organizational vision and to implement it in a continuously changing environment.
Leading People (ECQ)	This core qualification involves the ability to lead people toward meeting the organization's vision, mission, and goals. Inherent to this ECQ is the ability to provide an inclusive workplace that fosters the development of others, facilitates cooperation and teamwork, and supports constructive resolution of conflicts.
Results Driven (ECQ)	This core qualification involves the ability to meet organizational goals and customer expectations. Inherent to this ECQ is the ability to make decisions that produce high-quality results by applying technical knowledge, analyzing problems, and calculating risks.