

Paraprofessional/Technical Competencies

Paraprofessional and technical jobs will commonly require one or more functional competencies specific to the profession supported or technical occupation. For example, an Accounting Technician may include Accounting, Accounting Operations, and/or Funds Processing.

Paraprofessional/Technical Core Competencies

Accountability: Accepts responsibility for own actions and decisions and demonstrates commitment to accomplish work in an ethical, efficient, and cost-effective manner.

Arithmetic/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 when performing work and conscientious about attending to detail.

Computer Skills: Uses computers, software applications, databases, and automated systems to accomplish work.

Conscientiousness: Displays a high level of effort and commitment towards performing work; demonstrates responsible behavior.

Integrity/Honesty: Contributes to maintaining the integrity of the organization; displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; is trustworthy.

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.

Learning: Uses efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development.

Listening: Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

Memory: Recalls information that has been presented previously.

Oral Communication: Expresses information (for example, ideas or facts) to individuals or groups effectively, taking into account the audience and nature of the information (for example, technical, sensitive, controversial); makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.

Problem Solving: Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

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.

Reasoning: Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Standards: Knowledge of standards that either are compliant with or derived from established standards or guidelines.

Stress Tolerance: Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).

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.

Jobs that include field work, like Fish and Wildlife Technicians, would include competencies specific to that activity, such as:

Agility: Bends, stretches, twists, or reaches out with the body, arms, or legs.

Depth Perception: Accurately judges which of several objects is closer or farther away from the observer, or the distance between an object and the observer.

Eye-Hand Coordination: Accurately coordinates one's eyes with one's fingers, wrists, or arms to perform job-related tasks (for example, to move, carry, or manipulate objects).

Peripheral Vision: Sees objects or movement of objects to one's side when the eyes are focused forward.

Physical Strength: Exerts maximum muscle force to lift, push, pull, or carry objects; performs moderately laboring work.

Stamina: Exerts oneself physically over long periods of time without tiring (which may include performing repetitive tasks such as hammering or lifting objects).

Vehicle Operation: Knowledge of procedures for operating motor vehicles, including cars, trucks, or watercraft.

Visual Color Discrimination: Accurately matches or detects differences among colors, including shades of color and brightness.

Visual Identification: Accurately identifies people, animals, or objects based on knowledge of their characteristics.