

VETERANS EMPLOYMENT OPPORTUNITY ACT

Hiring for this position is governed by the Veterans Employment Opportunity Act of 1998 ("VEOA"), as made applicable by the Congressional Accountability Act of 1995 ("CAA"). Pursuant to the VEOA, qualified applicants who are not current employees of the Office of the Senate Sergeant at Arms and who are disabled or who have served on active duty in the Armed Forces during certain specified time periods or in certain military designated campaigns ("veterans") may be eligible to receive a preference over non-veterans in hiring decisions. Family members of veterans may also be eligible to receive a veterans' preference if the veteran cannot claim his or her veterans' preference.

To be eligible for a veterans' preference, applicants must meet all of the requirements set forth in the VEOA and applicable regulations. Those eligibility requirements are summarized in the Application for Veterans' Preference, which is available at www.senate.gov/saaemployment.

If claiming a veterans' preference, an applicant must indicate that he/she is preference eligible on the application or resume and must submit a completed copy of the Application for Veterans' Preference along with the supporting documentation specified on that form. If the Office of the Senate Sergeant at Arms does not receive the Application for Veterans' Preference and supporting documentation by the closing date, the applicant's claim for a veterans' preference may be denied.

Applicants may obtain a copy of the Office's Veterans' Preference In Appointments policy by submitting a written request to resumes@saa.senate.gov.

Individuals who are entitled to a veterans' preference are invited to self-identify voluntarily. This information is intended solely for use in connection with the obligations and efforts of the Office of the Senate Sergeant at Arms to provide veterans' preference to preference-eligible applicants in accordance with the VEOA. An applicant's status as a disabled veteran and any information regarding an applicant's disability, including the applicant's medical condition and history, will be kept confidential and will be collected, maintained and used in accordance with the Americans with Disabilities Act of 1990, as made applicable by section 102(a)(3) of the CAA, 2 U.S.C. §1302(a)(3). An applicant who declines to self-identify as a disabled veteran and/or to provide information and documentation regarding his/her disabled veteran's status will not be subjected to an adverse employment action, but the individual may be ruled ineligible for a veterans' preference.



APPOINTMENT DESKS MANAGER

NATURE OF WORK

This is highly responsible, executive level work managing the operation of the Senate Appointment Desks. The incumbent manages and evaluates the work of Appointment Desk staff, developing work schedules, managing daily work flow, and ensuring the proper handling of all informational and security support work at the Senate Appointment Desks. The incumbent is responsible for clearing official visitors, escorting senior-level officials, and issuing visitor badges. Work is performed with considerable independence under the direction of the Assistant Sergeant at Arms for Capitol Operations.

EXAMPLES OF WORK

(This list is not absolute or restrictive, but indicates approximate duties and responsibilities which may be redefined pursuant to operational needs.)

- Directs the day-to-day operations of the Senate Appointment Desks.
- Supervises section staff by providing direction, setting priorities, assisting with problem resolution, reviewing and evaluating work, counseling staff and conducting performance reviews.
- Develops standards, policies and procedures for the Senate Appointment Desks.
- Develops section work plans and assigns tasks, resources, deadlines and priorities to staff; monitors work progress, adjusts schedules on a regular basis.
- Provides training and guidance to the Senate community on protocol, proper usage and identification of official business visitor badges and the visitor clearance system.
- Prepares and maintains status reports; analyzes trends; proposes new approaches and efficiencies to improve the security and safety of visitors and staff.
- Serves as internal security check-point for all visitors to office areas within the U.S. Capitol; verifies credentials and confirms appointments to ensure that only authorized people are admitted.
- Resolves scheduling questions for guests arriving to see Senators and Senate staff.
- Executes immediate requests for members of the Senate leadership and official visitors.
- Escorts visiting dignitaries and high-level government officials to appointments in various locations.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Work is performed in an open area and is essentially sedentary, with occasional walking, standing, bending, and exposure to noise associated with a constant flow of visitors.



MINIMUM QUALIFICATIONS

Work requires an Associate's degree and five to eight years of professional experience involving public contact and customer service, preferably in an environment where security is of the highest importance; or any equivalent combination of education and experience that provides the following knowledge, abilities and skills:

- Knowledge of the U.S. Capitol building and Senate community.
- Knowledge of U.S. Senate rules and protocol.
- Knowledge of the principles and practices of modern employee supervision.
- Knowledge of office equipment, computers, relevant software/Web applications, and spreadsheets and databases.
- Ability to plan, supervise, assign and review the work of staff.
- Ability to establish and maintain effective working relationships with Senate staff, SAA employees, USCP and the public.
- Ability to listen carefully and respond effectively to requests from Senators, dignitaries, and a wide variety of other visitors.
- Ability to exercise sound judgment and to act quickly in screening visitors and determining who is allowed access.
- Ability to prepare and maintain accurate records and reports.
- Ability to analyze issues and make recommendations for proper action.
- Ability to set goals, plan, and monitor budgets.
- Ability to communicate effectively.

LICENSES, CERTIFICATION AND OTHER REQUIREMENTS

None.