

## **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](http://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](mailto: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.



## ADMINISTRATIVE SUPPORT SPECIALIST

### NATURE OF WORK

This is general administrative work supporting staff of the U.S. Senate Sergeant at Arms. Work involves performing a variety of administrative support functions including providing information in person and on the telephone. Work also includes updating databases, preparing correspondence, and processing forms and requests. Work is performed under the general supervision of an immediate supervisor, and is reviewed for quality and quantity of work performed and adherence to policies and procedures.

### EXAMPLES OF WORK

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

- Greets customers and answers informational inquiries and questions; provides information regarding activities and location of departments, offices and employees within the organization.
- Answers, screens and forwards telephone calls; records and relays messages as necessary.
- Reserves conference rooms as requested.
- Supports the daily operations of Senate Hair Care; schedules appointments; conducts financial transactions; collects daily statistics on productivity.
- Operates various computerized record keeping and documents processing systems to input and retrieve data in support of departmental and Senate operations.
- Prepares and processes various correspondence, forms, records, reports, requests, requisitions and other documents according to office practices.
- Creates shipment labels; arranges for package pick-up.
- Prepares orders for routine office supplies; requests special orders as needed; maintains inventory; distributes supplies.

### PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Work is performed in an office environment. Work is essentially sedentary with occasional walking, standing, bending, safely carrying items less than 25 pounds, and may require extended periods of computer use.

### MINIMUM QUALIFICATIONS

Work requires an Associate's Degree and one to three years of responsible administrative experience; or any combination of education and experience that demonstrates the listed knowledge, abilities, and skills:



- Knowledge of departmental rules, regulations, procedures and functions, including policies and regulations set by the Senate Rules Committee and the Senate Committee on Ethics.
- Knowledge of office equipment, computers, relevant software/Web applications, and spreadsheets and databases.
- Knowledge of modern office practices and procedures.
- Ability to prepare and maintain accurate records and reports.
- Ability to respond to customer inquiries and complaints in a tactful, timely and courteous manner.
- Ability to establish and maintain effective working relationships.
- Ability to communicate effectively.

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#### **LICENSES, CERTIFICATION AND OTHER REQUIREMENTS**

This position may require the incumbent to be available for sudden recall in response to emergency events affecting the Senate campus/community, which may include after-hour or weekend work, and to potentially deploy to alternate sites in support of the Senate's contingency operations.