

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.



CAPITOL TELEPHONE EXCHANGE OPERATOR

NATURE OF WORK

Work involves providing 24-hour centralized switchboard operation to the U.S. Senate and House of Representatives. Incumbent answers, redirects and places calls, as well as places, monitors and maintains records for conference calls, and provides directory assistance for a variety of constituencies to include Members, their staff, VIPs, federal agency staff, and the general public. Work includes connecting callers with Members, staff, and cabinet officials. Incumbent works weekends and holidays as assigned. Work is performed under the general supervision of the Capitol Telephone Exchange Supervisor who reviews work for accuracy, completeness, and overall job performance.

EXAMPLES OF WORK

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

- Answers a high volume of incoming calls from a variety of callers, including Members of Congress, staff, constituents, the White House, Cabinet Members, diplomats and other intergovernmental agencies; courteously determines callers' needs and provides requested information or redirects caller to the requested or appropriate office or agency.
- Provides immediate, round-the-clock switchboard service to Members of Congress; provides connection, information or callbacks as required while maintaining high levels of diplomacy, confidentiality, customer service and efficiency.
- Establishes conference calls for Senators and staff; monitors conference calls for quality and special instructions; maintains records of conference calls.
- Reports database discrepancies, equipment malfunction and threatening or annoying calls.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Work requires confined seating and operating a keyboard, telephone, headset, and computer on a production basis.

MINIMUM QUALIFICATIONS

Work requires a high school diploma (or GED), with three to five years of customer service, call center and/or switchboard experience, or any equivalent combination of education and experience that provides the following knowledge, skills, and abilities:

- Knowledge of various systems, software and equipment in use in a call center environment.
- Ability to display a high degree of tact and professionalism with customers and coworkers.



- Ability to work in team environment and adapt to change.
- Ability to respond to a variety of requests efficiently and effectively.
- Ability to clearly and effectively communicate in English on the telephone and in writing.

LICENSES, CERTIFICATION AND OTHER REQUIREMENTS

None.