



U.S. Senate Sergeant at Arms **Human Resources**

Vacancy Announcement

POSITION:**Appointment Desk Specialist #5229****DEPARTMENT:**

Senate Appointment Desk

SUMMARY:

This is specialized security and informational support work at the Senate Appointment Desks. The incumbent verifies credentials, confirms appointments, and clears all official visitors to the U.S. Capitol and U.S. Capitol complex, including visitors with appointments in restricted areas. Work involves issuing visitor passes to all official visitors and temporary passes to staff, as well as escorting high-level officials and guests to Senate offices. Work is performed under supervision of the Director of the Senate Appointment Desk.

LICENSES AND CERTIFICATIONS:

Must possess or be able to obtain a CPR/AED certification and First Aid certification upon hire or within first three months.

SALARY RANGE:

\$55,971 - \$83,962

HOW TO APPLY:

All applicants must use the link below and follow instructions.
<https://sen.gov/48XO>

POSTING DATE:Wednesday, June 09, 2021 to **Wednesday, June 23, 2021**

U.S. Senate Sergeant at Arms, Human Resources * Senate Hart Building SH-142, Washington, DC 20510 * Phone: 202-224-2889

The SAA is an equal employment opportunity employer in accordance with the requirements of Senate Rules and regulations and applicable federal laws. It is the policy of the SAA that all employment actions will be administered without regard to an employee's or an applicant's race, color, national origin, religion, disability, genetic information, age, gender, sexual orientation or uniformed service.



APPOINTMENT DESK SPECIALIST

NATURE OF WORK

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EXAMPLES OF WORK

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

- Serves as internal security checkpoint for all official business visitors to Senate leadership, other Capitol offices, and Senate Capitol Visitor Center (CVC) rooms, verifying credentials to ensure that only authorized people are admitted; acts as liaison to Capitol Police, informing them of scheduled Capitol appointments and assisting in enforcing Senate policies, procedures, and protocol.
- Maintains daily schedule of Senate meeting rooms in the Capitol complex; answers scheduling questions for guests arriving to see Senators and Senate staff; coordinates guest lists with Senate offices; monitors event room capacities and access.
- Receives and distributes packages and official communication for restricted areas of the Senate and Office of the Architect of the Capitol; determines which packages should be accepted and maintains a file of deliveries.
- Provides occasional administrative support for members of Senate leadership and official visitors.
- Escorts visiting dignitaries and high-level government officials to appointments in various Capitol locations.
- Manages the flow of official visitors to Committee hearings held in the Capitol, communicating with the Chair of the Committee to determine who will be permitted to attend.
- Clears and issues passes to all official visitors to the Senate media galleries.
- Acts as an information resource for Capitol complex guests, Senators, Representatives, visiting dignitaries, and staff.
- Answers telephone calls; directs inquiries, and provides information about future official visits and security regulations.



PHYSICAL DEMANDS AND WORKING ENVIRONMENT

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

In an emergency situation, such as the evacuation of the Capitol or Capitol Visitor Center, the work may require that the incumbent possess the agility, strength and dexterity to physically assist Members, staff and/or visitors to exit the Capitol or Capitol Visitor Center. In such an emergency situation, the incumbent also may be required to take immediate and decisive action under extremely stressful conditions.

MINIMUM QUALIFICATIONS

Work requires a Bachelor's degree and one to three years of customer service/receptionist experience, 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 effective customer service techniques.
- Knowledge of the U.S. Senate, the U.S. Capitol and Capitol complex.
- Ability to exercise sound judgment and to respond quickly.
- Ability to provide clear and concise written and oral instructions and directions.
- Ability to handle sensitive and confidential information.
- Ability to establish and maintain effective working relationships with other employees and the public.
- Working knowledge of modern office practices, procedures office equipment, and, relevant software.

LICENSES, CERTIFICATION AND OTHER REQUIREMENTS

- Must possess or be able to obtain a CPR/AED certification and First Aid certification upon hire or within first three months.

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.