



U.S. Senate Sergeant at Arms Human Resources

Vacancy Announcement

Reposting (Previous applicants need not reapply.)

POSITION:

Capitol Telephone Exchange Supervisor #556

DEPARTMENT:

Information Technology Support Services / Equipment and
Capitol Exchange Services / Capitol Telephone Exchange

LOCATION/HOURS:

4:00pm - 11:00pm

SUMMARY:

This is supervisory work overseeing the Capitol Telephone Exchange Operators that serve the U.S. Senate and House of Representatives. Work includes scheduling, training, supervising, monitoring, and assisting operators. Work is performed under the general supervision of the Capitol Telephone Exchange Manager and is reviewed for results achieved and overall effectiveness of the Exchange.

SALARY RANGE:

\$61,576 - \$92,363

HOW TO APPLY:

All applicants must use the link below and follow instructions.
<https://sen.gov/P5QO>

POSTING DATE:

Thursday, March 12, 2020 to Thursday, March 26, 2020

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.



CAPITOL TELEPHONE EXCHANGE SUPERVISOR

NATURE OF WORK

This is supervisory work overseeing the Capitol Telephone Exchange Operators that serve the U.S. Senate and House of Representatives. Work includes scheduling, training, supervising, monitoring, and assisting operators. Work is performed under the general supervision of the Capitol Telephone Exchange Manager and is reviewed for results achieved and overall effectiveness of the Exchange.

EXAMPLES OF WORK

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

- Supervises the daily activities of the Capitol Telephone Exchange.
- Plans and assigns work; conducts performance reviews; approves leave; trains new operators.
- Schedules operators; ensures continual telephone and switchboard coverage; assists Members when they place calls; monitors conference calls.
- Ensures conformance to all policies and procedures
- Updates and maintains all confidential information and reference materials for Members.
- Assists operators with problem calls; handles emergency situations; and operates switchboard during busy periods.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Work is primarily performed in an office environment and is essentially sedentary requiring extended periods of confined seating with occasional crawling, walking, standing, and bending.

MINIMUM QUALIFICATIONS

Work requires a high school diploma (or GED), and five to eight years in telephone switchboard and/or call center experience of which two years is lead or supervisory experience; or any equivalent combination of education and experience that provides the following knowledge, skills, and abilities:

- Knowledge of modern methods of supervision and management.
- Knowledge of various systems, software and equipment in use in a call center environment.
- Ability to plan, supervise staff, assign and review the work of staff, provide effective feedback and conduct performance reviews.



OFFICE OF THE SERGEANT AT ARMS AND DOORKEEPER
UNITED STATES SENATE

- Ability to establish and maintain effective working relationships with Exchange staff, Senate employees, and the public.
- Ability to respond to inquiries and complaints in a tactful, timely and courteous manner.
- Ability to work in team environment and adapt to change.
- Ability to clearly and effectively communicate in English on the telephone and in writing.

LICENSES, CERTIFICATION AND OTHER REQUIREMENTS

None.

Capitol Telephone Exchange Supervisor Addendum

The US Senate Sergeant at Arms organization is looking for a supervisor to oversee the work of the Capitol Telephone Exchange Operators who provide 24x7 call center support for the US Senate and House of Representatives. Work includes scheduling, training, supervising, monitoring and assisting the operators, including operating the switchboard during busy periods.

Candidates should have two years of lead, project management or supervisory experience and the following knowledge skills:

- Ability to generate reports to analyze daily performance metrics and note trends.
- Knowledge of or the ability to learn systems, software and equipment in use in a call center environment.
- Knowledge of modern methods of supervision and management.
- Ability to respond to internal and external inquiries and complaints in a tactful, timely and courteous manner.
- Ability to establish and maintain effective working relationships across all levels of the organization.
- Ability to communicate effectively.

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.