



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

Vacancy Announcement

POSITION:

Manager - Senate Operations Center #719

DEPARTMENT:

Office of Security, Emergency Preparedness and Continuity

SUMMARY:

The Operations Manager serves as the operations technical expert and primary operations advisor to SAA senior management and the Senate Operations Center (SOC) Director on SOC policies, procedures, and programs. Furthermore, the Operations Manager continually monitors existing operations, policies, procedures and programs to evaluate and develop recommendations to improve SOC effectiveness. The incumbent oversees the integration of SOC functions, execution of SOC operations, and the training of SOC personnel. In addition, the Operations Manager supervises the development and implementation of crisis action processes.

LICENSES AND CERTIFICATIONS:

Position requires a Top-Secret security clearance and the ability to obtain SCI.

SALARY RANGE:

\$105,809 - \$158,707

HOW TO APPLY:

All applicants must use the link below and follow instructions.
<https://sen.gov/5QM3>

POSTING DATE:

Friday, October 08, 2021 to **Friday, October 22, 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.



MANAGER SENATE OPERATIONS CENTER

NATURE OF WORK

This is highly responsible work providing day-to-day oversight of Senate Operations Center (SOC) watch teams, planning and coordination, staff training, and resourcing to ensure SOC readiness to meet mission requirements.

The SOC provides situational awareness, a common operating picture, information sharing, and emergency response coordination to support the safety, security, and continuity of the United States Senate. The SOC works with other Congressional and National Capital Region operations centers to gather and share information in order to develop a common operating picture. During emergencies, the SOC ensures critical information is shared with stakeholders and staff. Additionally, the SOC develops situation reports and briefing materials related to ongoing emergency events.

The Operations Manager serves as the operations technical expert and primary operations advisor to SAA senior management and the SOC Director on SOC policies, procedures, and programs. Furthermore, the Operations Manager continually monitors existing operations, policies, procedures and programs to evaluate and develop recommendations to improve SOC effectiveness. The Operations Manager oversees the integration of SOC functions, execution of SOC operations, and the training of SOC personnel. In addition, the Operations Manager supervises the development and implementation of crisis action processes. Finally the Operations Manager researches, recommends, and supervises the implementation of technology which supports fulfillment of the SOC mission.

The Operations Manager should have experience performing in a senior role in an operations center involved in physical security, force protection, or emergency management, and shall demonstrate excellent oral and written skills, team level leadership experience, and the capacity to lead in a fast-paced, operational environment.

The Operations Manager is responsible for implementing a work environment focused on excellence that fosters learning, respect, communication, collaboration, integration, and teamwork.

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 and trains SOC watch officers and support staff and ensures they have the skills, tools, guidance, training, and information needed to perform their duties.
- Supervises implementation policies and procedures which support shared situational awareness, deliberate and crisis action planning, emergency response coordination, and decision support.



- Provides budget recommendations to the Director which ensure the SOC is properly resourced to meet operational requirements and priorities established by the Sergeant at Arms.
- Works collaboratively and effectively with peer level staff from within the Senate Sergeant at Arms, the Secretary of the Senate, the House office organizations, the United States Capitol Police, the Architect of the Capitol, and other stakeholders.
- Liaises with Federal and local operations centers and partner organizations within the National Capital Region
- Ensures implementation of approved policies, procedures, systems, and accountability for equipment and supplies.
- Develops and delivers briefings to key stakeholders on status of threats and incidents affecting the Senate and/or Capitol complex.
- Researches and recommends technology solutions which support accomplishment of the SOC mission.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Work is performed primarily in an office environment, with the opportunity for remote work based on the Senate calendar, with no exceptional physical demands.

MINIMUM QUALIFICATIONS

The position requires a Bachelor's Degree in criminal justice, homeland security, emergency management, or a related field, and five to eight years of senior management in operations and planning; or any equivalent combination of education and experience that provides the following knowledge, skills, and abilities:

- Demonstrated operations center experience, expert knowledge of operations center functioning, and cross-organizational coordination.
- Demonstrated experience facilitating shared situational awareness, maintaining a common operating picture, coordinating operational or emergency response activations, and providing decision support.
- Demonstrated experience providing operational support, prioritizing individual and team actions, and managing resources in a high profile, high stress environment.
- Demonstrated experience prioritizing, organizing and coordinating resources to achieve operational objectives.



- Demonstrated ability to think critically, conduct analysis, and provide recommendations which improve upon SOC performance.
- Knowledge of project management in a government setting.
- Knowledge operational planning, the principles of emergency management, and the incident command system.
- Ability to work collaboratively with multiple stakeholders to produce and implement effective operations plans.
- Ability to communicate effectively and clearly, ability to brief effectively, and to coordinate decision support meetings, agendas, and briefings across a wide group of stakeholders.
- Must possess excellent writing, editing, and communications skills.
- Must be able to establish and maintain effective working relationships with internal and external stakeholders.
- Must have excellent interpersonal skills; the ability to work effectively with and influence across functional units at all levels within in the organization, as well as with external parties.

LICENSES, CERTIFICATION AND OTHER REQUIREMENTS

- Position requires a Top-Secret security clearance and the ability to obtain SCI.
- Position requires the incumbent to be available for sudden recall in response to emergency events affecting the Senate campus/community, and to potentially deploy to alternate sites on short notice for extended periods in support of Senate continuity.



U.S. Senate Sergeant at Arms Human Resources

INFORMATION FOR PROSPECTIVE SERGEANT AT ARMS (SAA) EMPLOYEES

The [United States Senate Sergeant at Arms](#) (SAA) is the largest in size of staff and budget in the Senate. It is responsible for all Senate computers and technology support services, recording and photographic services, printing and graphics services, and telecommunications services. The SAA also provides assistance to all Senate offices with their staffing, mailing, purchasing, and financial needs. The offices of the SAA that are responsible for providing these and other services include Capitol Facilities, the Operations Division, Financial Operations, and Human Resources. The SAA also shares responsibility for the Senate Page Program, the Senate Office of Training and Development, and the Capitol Telephone Exchange.

This summary of Employment Policies and Benefits is not comprehensive; it highlights major benefits that may be of interest to prospective employees. Policies and benefits are subject to change at the discretion of the Sergeant at Arms.

EMPLOYMENT POLICIES

All jobs at the Senate are considered “excepted service” and are accordingly not part of the federal government’s “competitive service” process. SAA employees are considered at-will employees under the jurisdiction of the U.S. Senate Sergeant at Arms. Prospective employees will be fingerprinted and undergo a criminal background investigation. All employment offers are contingent upon successful completion of the background check.

Evaluations: Employees enter service under a six-month probationary period. After six-months of employment, a performance appraisal is conducted to determine if the employee meets job requirements, or to remain in the employment of the SAA. On the first anniversary of completing probation, and annually thereafter on that anniversary date, performance appraisals are conducted.

Pay: Salary reviews occur at the same time as performance appraisals. Merit increases are not automatic; they are based on meritorious performance and subject to approval by management of the department and the SAA. If approved by the Senate, SAA employees may also receive cost-of-living adjustments (COLAs). Senate pay days are the 5th and 20th of each month. If these days fall on a weekend or holiday, the last working day before the 5th and the 20th becomes the pay day.

HEALTH/WELLNESS BENEFITS

The Sergeant at Arms offers the full range of Federal benefits to employees:

- [Federal Employees Health Benefits \(FEHB\)](#)
- [Federal Employees Dental and Vision Program \(FEDVIP\)](#)
- [Flexible Spending Accounts \(FSA\)](#)
- [Federal Long-Term Care Insurance \(FLTCIP\)](#)
- [Federal Employees Group Life Insurance \(FGLI\)](#)

RETIREMENT PLANS

Most new employees are automatically covered under the Federal Employees Retirement System - Further Revised Annuity Employees (FERSFRAE). Employees with prior Federal service may be eligible to continue to participate in the Civil Service Retirement System (CSRS), Federal Employees Retirement System (FERS) or the Federal Employees Retirement System – Revised Annuity Employees (FERS-RAE). For information on the TSP, visit www.tsp.gov.

HOLIDAY & LEAVE ACCRUALS

We offer paid time off benefits including: Annual, Sick, Long-Term Medical leave, and ten holidays. Annual and Sick leave are accrued on the 15th and last day of the month. Annual leave is accrued at rates dependent upon length of Federal Service.

Holidays: New Year's Day, Martin Luther King, Jr. Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, and Christmas Day.

Full -Time Employee Annual Leave Accrual Rates:

- Less than 3 years of federal service – 120 hours/year, 5 hours/pay day
- 3 - 15 years of federal service – 160 hours/year, 6.67 hours/pay day
- 15+ years of federal service – 200 hours/year, 8.33 hours/pay day

Year-end balances of no more than 240 hours carry over for future use

Full -Time Employee Sick Leave Accrual Rate:

- Sick leave can be used for either personal or immediate family medical needs
- 96 hours/year, 4 hours/pay period

Year-end balances carry over for future use

OTHER BENEFITS

Transportation Subsidy: The SAA offers a Transit subsidy of up to \$270.00 for employees who use mass transit, including Metro, Commuter Buses, VRE, MARC trains and Van Pools.

Parking: Parking is provided without cost to regular SAA employees who do not participate in the transit subsidy program.

Student Loan Repayment Program: The SAA offers Student Loan Repayment for employees of up to \$833.00 a month for Qualifying Federal Student Loans.

Training & Development: The SAA offers training and development to advance professional skills including live classes, online learning and leadership coaching.

The SAA is an equal opportunity employer in accordance with the requirements of Senate rules, regulations, and applicable Federal Laws.

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.