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## STATE OF MONTANA LEGISLATIVE POSITION DESCRIPTION

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### I. POSITION IDENTIFICATION

Title: Assistant Sergeant-at-Arms –Safety and Facilities

Current Salary Band: 4

Work unit: House and Senate

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### II. ASSIGNED DUTIES AND TASKS

#### Position overview:

This position is responsible for the supervision of Safety and Facilities Coordinators to ensure the safety of legislators, staff and the public. The position is also responsible for responding to incidents that threaten safety; public relations; and oversight of supply and refreshment services. The position reports to the Sergeant-at-Arms and supervises Safety and Facilities Coordinators and coordinates with the Legislative Branch, Department of Administrations contracted Security Services, the assigned Capital Complex Officer, and Legislative Services Officer of the Helena Police Department (HPD).

#### A. Safety and Facilities

Maintain adequate safety controls, ensure compliance with legislative protocols, and communicate with the public and others in the Capitol to maintain order during all legislative proceedings.

1. Supervise access to, and maintain order in the halls, hearing rooms, and on the floor. This involves ensuring only authorized personnel enter areas during restricted times, maintaining quiet and order during the session, and clearing the floor as required by the two-hour rule. Ensure Safety and Facilities Coordinators are posted in visible and strategically appropriate locations.
2. Direct Safety and Facilities Coordinators to conduct, or personally conduct periodic visits and patrols of Capitol hearing rooms, hallways, and other areas to identify potential safety concerns or disruptive behavior. The position is responsible coordinating security functions with House staff, Department of Administration Contracted Security, Legislative Branch Coordinator, the Legislative Services Officer, and Capital Complex Officer of the Helena Police Department.
3. Provide escorts, and monitoring to ensure the safety of staff and officials working after-hours. Monitor staff and visitors to ensure they are not in distress or in need of medical attention or other assistance.

4. Ensure safe facility conditions are maintained at all times. Identify facility maintenance and repair needs and restrict access to hazardous areas until the situation can be resolved. Coordinate with the Sergeant at Arms and Legislative Branch Facilities Coordinator to arrange maintenance and repair services.
5. Disseminate information to and coordinate special security needs with Legislative Services Officer, Sergeant at Arms, Legislative Branch Facilities Coordinator, legislators and legislative staff. This includes providing information and guidelines on security practices and policies (e.g., storage of valuable items, securing offices and desks, identifying potential threats, etc.).
6. Monitor the Capitol for potential bombs or other threats. Ensure the appropriate response to suspicious packages or other unattended items observed in the Capitol by identifying the item, following established procedures, and directing others away from the area.
7. Monitor assigned parking spaces, notify the Department of Administration of the presence of any unauthorized vehicles, and may move vehicles for a Senator or Representative, if requested.

B. Incident control

Respond to disruptive behavior, controversial hearings and other incidents to protect the safety of legislators, staff, and the public. The position must refrain from physical contact in all interactions, requiring the use of extensive communication skills to diffuse incidents.

1. Ensure there is a visible presence and crowd control at potentially controversial or high-interest proceedings. This involves keeping abreast of current topics and hearings, assessing crowds to identify potential problems, determining the need for additional personnel or law enforcement involvement and responding accordingly, and maintaining contact with legislative staff and officials to ensure proceedings are going smoothly.
2. Respond to disruptive or inappropriate behavior by approaching the offender and using persuasion to calm them down or remove them from the area without using physical force. Determine the need for law enforcement involvement and notify the Legislative Services Officer or Capitol Complex Officer and the Sergeant-at-Arms or directly calling 911 (depending on the severity).
3. Document all incidents of disruptive or criminal behavior to provide information to law enforcement authorities for investigation and prosecution of offenses. This involves recording dates, times, witnesses, events, and other incident-related information.

4. Assist the Sergeant-at-Arms with Capitol evacuation, bomb, natural disaster and other response plans. Ensure that staff follow plans in the event of these incidents to ensure safety and appropriate responses. Serve as a back-up liaison between the House/Senate and local law enforcement and medical agencies to coordinate responses to emergencies and disasters.
5. Notify health care professionals of medical emergencies and respond with the Capitol Building Emergency Action Team to provide first aid or CPR to the level of their certification.
6. Monitor Legislators or staff who may have received threats to ensure their safety. This involves identifying suspicious individuals or other situations that may threaten safety, and responding appropriately (i.e., approaching the individual or involving law enforcement based on the perceived threat).

C. Reception and public relations

Perform a variety of reception and public relations work to facilitate legislative proceedings, provide excellent customer service to Legislators and visitors to the Capitol, and provide information regarding Legislative activities.

1. Serve as primary liaison between safety and facilities staff and the public, other legislative staff, and external agencies (e.g., law enforcement agencies).
2. Greet visitors to the Capitol, determine the nature of their business, and direct them to the appropriate area as required. Provide information to the public on Legislative operations and the services and policies of the Sergeant-at-Arm's Office.
3. Assist with tours of the Capitol and the Legislature for the public, special groups, students, and others. This involves providing information regarding the legislative process, the history of the Capitol, and other relevant topics, and directing visitors to appropriate Historical Society and Legislative Branch staff for further information.
4. Provide information on committee meeting locations and other House/Senate agenda items using a copy of the daily agenda and knowledge of House/Senate functions.
5. Relay messages and other correspondence to legislators and staff.

D. Supervision

Supervise the safety and facilities staff to ensure adequate coverage and support.

1. Participate in hiring and selection by developing position requirements and selection criteria, participating in interviews and reference checks, and making recommendations to the Sergeant-at-Arms on hiring decisions.
2. Assist with the training of new employees through one on one interaction on the job, providing manuals and other informational materials, and formal instruction.
3. Schedule employees and assign specific tasks to ensure adequate coverage of shifts and security requirements. Adjust staff schedules and assignments as legislative needs require.
4. Monitor and assess employee performance to ensure security and related services are provided appropriately, develop recommendation for corrective action or termination for unsatisfactory performance, and to provide information for future hiring (or re-hiring) decisions.

E. Other duties as assigned

Perform a variety of technical and general labor support work as assigned.

1. Perform minor repairs to furniture, equipment, and fixtures.
2. Answer phones, greet walk-in customers, and provide general clerical support for the Sergeant-at-Arm's Office.
3. Set up offices, move furniture, and provide general labor support as directed by the supervisor.
4. Ensure water, coffee, and other supplies are adequately stocked.

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### **III. REPORTING REQUIREMENTS**

This position reports directly to the Sergeant-at-Arms. Work is performed according to the Capitol Building Emergency Action Plan and other established security, disaster response, and related plans and procedures.

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### **IV. PERSONNEL MANAGEMENT**

The position is responsible for supervision of 3 to 4 Safety and Facilities Coordinators. Duties include training, monitoring performance, recommending corrective action or termination for unsatisfactory performance, scheduling, assigning tasks, and participating in selection.

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## **V. WORK RELATIONSHIPS/PERSONAL CONTACTS**

The position involves contacts with legislators, lobbyists, the public, legislative staff, local law enforcement authorities and subordinate Safety and Facilities Coordinators. These contacts are to provide information and directions, relay information ranging from routine messages, to diffuse hostile situations and to assist with documentation of criminal incidents. The position also provides public relations and information to the public, legislators and their families, special interest groups, and others. This involves disseminating information, providing customer service, and resolving problems.

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## **VI. WORKING CONDITIONS**

The position will generally work 8 hour shifts, and may involve overtime. The position involves extensive walking, standing and stair climbing throughout the Capitol (the position requires being on your feet almost the entire shift), and lifting up to 25 pounds. The position requires the ability to see and hear in crowded situations. The position may involve contact with potentially hostile individuals. This position does not allow possession of a firearm or concealed weapon, regardless of whether the person has a concealed weapons permit.

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## **VII. KNOWLEDGE, SKILLS, AND ABILITIES**

- Knowledge of public relations and communication techniques
  - Knowledge of legislative rules, proceedings, and protocols (e.g., lobbying, floor access, two-hour rule, etc.).
  - Knowledge of supervisory principles and practices and Montana Legislature personnel policies and procedures.
  - Knowledge of CPR, First Aid, and disaster and emergency response protocols.
  - Knowledge of customer service methods and techniques. The position also requires an individual who is friendly, upbeat, and enjoys interaction with the public.
  - Ability to establish and maintain effective working relationships with a wide range of individuals with diverse backgrounds.
  - Extensive skill and ability in negotiation and persuasion.
  - The ability to react quickly and appropriately and remain calm during potentially dangerous situations.
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### **VIII. QUALIFICATION REQUIREMENTS**

The required knowledge, skills, and abilities are typically acquired through a combination of education and experience equivalent to graduation from high school and two years experience in a customer service capacity including public relations, supervisory and legislative experience.

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### **IX. APPROVAL AND DATE**

Immediate Supervisor:

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Name: \_\_\_\_\_ Title: \_\_\_\_\_

Administrative Approval:

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Name: \_\_\_\_\_ Title: \_\_\_\_\_