
**STATE OF MONTANA
LEGISLATIVE POSITION DESCRIPTION**

I. POSITION IDENTIFICATION

Title: Safety and Facilities Coordinator Current Salary Band: 3
Work unit: Senate and House

II. ASSIGNED DUTIES AND TASKS

Position overview:

This position is responsible for ensuring the safety of legislators, staff and the public; assist with maintaining order in legislative committees, public relations; responding to incidents that threaten safety; reception, and supply and refreshment restocking services. The position reports to the Assistant Sergeant-at-Arms- Safety and Facilities, and does not supervise others.

A. Assigned duties and tasks

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 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. Safety and Facilities Coordinators should be visible and in strategically appropriate locations.
2. Conduct periodic visits and patrol Capitol hearing rooms, hallways, and other areas to identify potential safety breaches or disruptive behavior.
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 supervisor to arrange maintenance and repair services.
5. Disseminate information to, and coordinate special security needs with 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 and reporting 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 and notifying the Assistant Sergeant-at-Arms, and following the directives in the Emergency Action Plan. Warn and assist in keeping others away from the area.

7. Monitor with the assistance of the Legislator assigned parking spaces, and coordinate with Department of Administration Contracted Security to ticket unauthorized vehicles. At the request of the Sergeant at Arms or Assistant Sergeant at Arms Safety and Facilities, the Safety and Facilities Coordinators may move vehicles for Senators or Representatives.

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. Provide 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 respond accordingly. Maintain 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. Call 911 and notify the Sergeant at Arms or Assistant Sergeant-at-Arms-Safety and Facilities to involve local law enforcement authorities for physical, abusive, or threatening behavior. Remember the goal is not to prohibit anyone from testifying only to require that they conduct themselves in a non threatening manner while relaying their opinions. All persons and opinions are welcomed and this *is* the appropriate place for anyone to state their opinion on any bill or legislation.
3. Work with the Legislative Services Officer, Assistant Sergeant at Arms-Safety and Facilities, or Sergeant at Arms to 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. Maintain familiarity with the Capitol Emergency Action Plan for evacuation, bomb, natural disaster and other response plans. Carry out plans in the event of these incidents to ensure safety and appropriate responses.
5. Notify health care professionals of medical emergencies by calling 911 and then doing a radio announcement. Respond within the capacity of your medical training and coordinate to ensure the privacy of the victim, assist in directing responders to the scene, and maintaining scene safety.

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. 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.
2. Provide information on the Capitol and the Legislature for the public, special groups, students, and others. Information regarding the legislative process, the history of the Capitol, and other relevant topics is available from the Legislative Communications Officer and the Historical Society tour guide and both parties have related brochures and handouts.
3. Provide information on Legislative Committee meeting locations and agenda items using a copy of the daily agenda and knowledge of House and Senate functions.
4. Relay messages and other correspondence to legislators and staff.

D. 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. Provide backup for other Senate or House staff, as requested.
5. Ensure water, coffee, and other supplies are adequately stocked.

III. REPORTING REQUIREMENTS

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

IV. PERSONNEL MANAGEMENT

This is a non-supervisory position.

V. WORK RELATIONSHIPS/PERSONAL CONTACTS

The position involves contacts with legislators, lobbyists, the public, legislative staff, and local law enforcement authorities. These contacts are to provide information and directions and relay information ranging from routine messages and directives. Contacts could require diffusing hostile situations and providing documentation of 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, resolving problems, and maintaining privacy during medical or other emergency incidents.

VI. WORKING CONDITIONS

The position will generally work 8 hour shifts (either 7 a.m. – 3 p.m., or 3 p.m. to 11 p.m.), 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 some threat of harm from 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.

VII. KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of public relations and communication techniques including resolving hostile situations and negotiation.

 - Knowledge of legislative rules, proceedings, and protocols (e.g., lobbying, floor access, two-hour rule, etc.).

 - 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.

IX. APPROVAL AND DATE

Immediate Supervisor:

Signature: _____

Date: _____

Name: _____

Title: _____

Administrative Approval:

Signature: _____

Date: _____

Name: _____

Title: _____