



LEGISLATIVE ASSEMBLY OFFICE JOB PROFILE

CEREMONIAL AND SECURITY SERVICES SECURITY PROGRAMS COORDINATOR

MAY 2026

The Sergeant-at-Arms (SAA) leads the Ceremonial and Security Services (CSS) branch of the Legislative Assembly Office (LAO). CSS is responsible for providing security services to the Legislative Assembly, Legislature Building, Queen Elizabeth II Building, constituency offices and Members of the Legislative Assembly (MLAs). In addition, CSS is responsible for planning and executing the ceremonial functions for the Legislative Assembly of Alberta and managing the Alberta Legislative Assembly Page program.

The Security Programs Coordinator contributes to a safe and secure organization by providing expert guidance and operational support. The role supports the protection of MLAs, employees, visitors and constituency office staff through strong client service, judgment and the consistent application of established security procedures using industry best practices.

The CSS branch operates in accordance with LAO policies and procedures, the *Legislative Assembly Act*, Standing Orders and direction from the Speaker, the Members' Services Committee and the Clerk.

Responsibilities

1. Mitigate risks to maintain a safe environment across the Legislative Precinct and constituency offices by serving as a centralized point of contact for security concerns and supporting informed, timely responses.

Activities:

- receive, assess and prioritize security concerns, providing front-line guidance and de-escalation support
- exercise sound judgment to determine appropriate escalation to leadership or external law enforcement
- identify emerging risks and trends through intelligence gathering, open-source analysis and working with law enforcement
- prepare briefings and share risk-based insights to support leadership's decision-making
- communicate with constituency offices to share relevant safety information and advice and support early identification of potential risks
- maintain and analyze security incident records and advise leadership on persons or situations of concern
- support the Senior Administrative Coordinator in administering and troubleshooting the security access card system

2. Improve constituency office safety province-wide through effective oversight of the alarm program.

Activities

- serve as the expert for the alarm program and provide troubleshooting and advisory support to ensure reliable operations
- support emergency preparedness through oversight of the alarm system life cycle, including installation, testing, maintenance and replacement planning
- conduct risk-based security assessments and recommendations for constituency offices and office relocations to mitigate risks
- liaise with the Public Safety and Emergency Services Ministry to ensure the monitoring station is receiving signals
- ensure use of the Alarm.com system is optimized by managing access and providing training and advice on the platform
- support incident response through review and retention of security footage when required
- ensure compliance of alarm-related financials and regulatory requirements

3. Support MLA personal safety by coordinating and advising on components of the Member Safety Program to ensure consistent and effective delivery.

Activities:

- assist with user adoption and program participation through onboarding, training and offboarding of devices
- ensure effective use of the devices by serving as the primary technical resource for MLAs, providing guidance, technical support and troubleshooting
- maintain effective service delivery by managing inventory, procurement, vendor relationships and financial compliance
- liaise with internal partners on the Alarm.com system, and monitor system functionality to support program readiness
- support efficient resource utilization by maintaining accurate program records and preparing devices for redeployment
- promote a safe environment with advisory support on complex client communication
- identify potential risks through assessments of behavioural patterns and risk indicators associated with complex clients
- strengthen safety controls through informed recommendations for inclusion in communication protocols or other mitigation measures based on risk analysis
- inform leadership of escalations and referral decisions by analyzing and identifying trends
- collaborate with IT as needed for the redirection process to support psychological safety
- maintain accurate records to support safe and informed communication practices

4. Contribute to the efficient and effective functioning of the CSS branch through operational and administrative support.

Activities:

- maintain the branch's service continuity through coordination with the Senior Administrative Coordinator and by providing flexible coverage
 - serve as a front-line representative for the branch
 - continue branch innovation by developing and maintaining procedures
 - maintain knowledge on systems used to troubleshoot and provide advice
 - assist with reporting, audits, records management, branch communications and briefing material preparation
 - support branch initiatives through effective working relationships with the Speaker's office, LAO branches, constituency staff, Government of Alberta (GOA) service providers and other partners
5. Support the overall operations of the LAO to meet the goals and objectives of the LAO in the provision of support to the Legislative Assembly.

Activities:

- contribute as an active team member to LAO initiatives, which may include supporting the Clerk and the Speaker and participating in the preparation and execution of ceremonial and conference functions
- participate in the planning, implementing and monitoring of services required to ensure a smooth transition from Legislature to Legislature, which includes assisting new MLAs and staff during pre- and postelection activities
- demonstrate commitment to workplace health and safety by following safe work practices and reporting work-related accidents and hazards immediately
- participate in the classification, maintenance, retention and disposition of records within the guidelines of the LAO's File Classification and Retention Schedule
- demonstrate support for a positive workplace culture and the valued behaviours pursuant to the Respectful Workplace Policy

Scope

- position interacts with the legislative session and, on occasion, requires additional hours during sessional days
- role impacts the efficient and effective delivery of ceremonial and security services to the Legislative Assembly and reflects the nonpartisan role of the LAO
- role utilizes strong judgment, sensitivity and tact to build relationships and interact with a wide range of stakeholders, including MLAs, the Speaker's office, constituency office staff, LAO managers, employees, visiting dignitaries, guests of honour and members of the public
- serves as a liaison with internal and external contacts such as GOA staff and officials, independent agencies and private contractors
- services provided have a broad impact on the security and safety of the LAO and visitors to the Legislature

- security services are provided and customized to different locations throughout the province
- carries out day-to-day responsibilities and follows outlined policies, procedures and precedents
- provides advice based on established standards, documented procedures and past precedents, escalating nonroutine security incidents to the senior leadership team for direction
- contentious or nonroutine problems are referred to the Assistant SAA, Deputy SAA or the SAA
- the result of poor judgment or errors may result in significant organizational risk and adversely affect the LAO's reputation, directly impacting the SAA, the Clerk, the Speaker, the LAO and Alberta
- incumbent is required to organize tasks, set priorities, respond to changing priorities, work under deadlines and communicate with a variety of individuals
- operates as part of a nonpartisan entity in a dynamic political environment

Knowledge, Skills and Abilities

- postsecondary diploma in business administration, emergency communications and response or a related field and a minimum of two years of related experience in a fast-paced environment dealing with sensitive materials
- previous experience working within a policing or law enforcement unit
- knowledge of the application of the Criminal Code of Canada, from a law enforcement perspective, is an asset
- strong understanding of emergency procedures, processes and best practices
- clear criminal history check
- experience with Alarm.com system or similar security systems
- ability to build relationships with internal and external clients, project a professional and nonpartisan attitude and exercise tact and judgment in all interactions
- knowledge of security standards and conflict resolution is an asset
- capable of working under high-pressure situations, de-escalating and providing on-the-spot advice
- knowledge of parliamentary procedures, Legislature protocols and security processes
- high degree of organizational awareness, including the goals, objectives, policies, procedures and protocols of the LAO
- knowledge with current access to information legislation
- knowledge of Crime Prevention Through Environmental Design (CPTED) is an asset
- knowledge of Open-Source Intelligence (OSInt) methods is an asset
- knowledge of threat assessment principles is an asset
- sensitivity, tact, good public relations skills and appropriate etiquette given to dignitaries
- meticulous attention to detail with the ability to present information in a clear, concise and accurate manner
- capacity to be highly flexible and react to constantly changing and high-volume demands

- strong computer skills in word processing, spreadsheet, database and Internet applications
- ability to work within a team environment as well as independently to support the goals of the CSS branch
- ability to maintain client confidentiality and manage protected information