

LEGISLATIVE ASSEMBLY OFFICE

JOB PROFILE

CEREMONIAL AND SECURITY SERVICES

SECURITY SERVICES ASSISTANT

May 2024

The Sergeant-at-Arms (SAA) leads the Ceremonial and Security Services (CSS) branch of the Legislative Assembly Office (LAO). Ceremonial and Security Services (CSS) is responsible for providing security services to the Legislative Assembly, Legislature Building, Queen Elizabeth II Building, constituency offices and MLA residences. 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 Services Assistant serves as a front-line representative, projecting a positive image of the ceremonial and security team while providing administrative and operational support related to security services. A focus on client service, administrative support and excellent use of judgment is key to providing effective services to CSS's clients.

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

Responsibilities

- 1.) Act as the first point of contact for security-related services throughout the Legislature precincts and constituency offices across the province under the direction of the Security leadership team.

Activities:

- serve as the first line of contact for security calls from MLAs, constituency offices and LAO staff to de-escalate the situation, gather information, open a Security Incident Report (SIR), provide on-the-spot advice, inform the SAA and Deputy/Assistant Sergeants-at-Arms and take their direction on next steps
- provide guidance and advice to clients who are experiencing security threats, concerns or issues, using strong judgment to know when to escalate to external law enforcement
- provide routine information to constituency office staff as it relates to constituent concerns and security issues to support constituency offices operating in a safe environment
- ensure all security incidents are accurately recorded in the Security Incident Report system and keep the security leadership team apprised of all security matters
- when necessary escalate a Security Incident Report to the Deputy/Assistant SAA so that they may take further actions or provide further advice or recommendations (e.g., directly engaging with disgruntled constituents, providing advice on dealing with individuals with known or suspected mental health challenges, et cetera)
- prepare previously recorded information for review to the SAA and Deputy

- Sergeants-at-Arms on persons of interest in relation to security concerns
- forward open-source information for evaluation to SAA and Deputy Sergeants-at-Arms in relation to the threat and risk analysis process for constituency staff
 - order equipment such as radio devices for Legislative Assembly Security Staff (LASS)
 - liaise with the Government of Alberta and outside contractors on radio systems
 - complete day-to-day processing of security access cards, House precinct passes and key requests for LAO staff and spaces
 - process access-level changes to security access cards as well as troubleshoot issues with defective cards
 - correspond with various intergovernmental departments to maintain an active key schedule for the Legislature and Queen Elizabeth II Building
 - update and maintain constituency office keyholder contact lists
 - track contraband (knives, edged objects, et cetera) at the Legislature and Queen Elizabeth II Building

2.) Under the direction of the Deputy SAA administer the constituency office alarm program throughout Alberta.

Activities

- liaise with constituency offices, Information Technology & Broadcast Services and alarm service technicians to coordinate the installation of alarm systems for constituency offices
- work to troubleshoot issues with alarm systems and dispatch alarm technicians to facilitate necessary upgrades and repairs
- work with alarm technicians and suppliers to research and acquire the necessary alarm gear and equipment for installations and upgrades
- liaise with Alberta Justice to make sure the SOCC (Sheriff Operations and Communications Centre) monitoring station is receiving alarm signals, has the updated keyholder lists for the constituency offices and that the alarm systems are functioning properly
- utilize the Alarm.com customer and partner portals for a variety of tasks, including producing new security codes and changing security codes for constituency office staff as required
- when required, review Alarm.com security footage to pull and save relevant video clips for situational awareness and to provide to external law enforcement when necessary
- manage alarm permit applications and renewals for constituency offices
- work with various stakeholders (e.g., Justice, Information Technology Services, LAO Facilities and Logistics, alarm technicians, external law enforcement and constituency office staff) to facilitate constituency office moves
- process alarm invoices as they come in, ensuring authorization and sign-off as well as forwarding for payment

3.) Participate in the efficient and effective coordination of operational and administrative functions within the CSS branch.

Activities:

- serve as the first point of contact for the office, providing standard reception duties and customer service to visitors and clients
- provide support to the Senior Administrative Coordinator in the daily coordination of office operations to support the provision of services to internal and external clients and the public
- draft timely and professional business correspondence on behalf of the SAA and Deputy/Assistant SAA on security-related matters
- research and prepare briefing notes for the SAA
- provide administrative support during branch meetings, including preparing meeting agendas and recording meeting minutes for future reference
- assist in the maintenance of files and the records-management system for the branch to ensure accurate filing and information retrieval
- coordinate dry cleaning services for uniforms and liaise with the service provider
- establish effective working relationships with the office of the Speaker, other LAO branches, new LAO and Government of Alberta service providers and various government branches to support initiatives and assist in the planning and delivery of special events
- assist in the maintenance of efficient and effective administrative procedures and initiatives within CSS to ensure optimal office organization and enhance service delivery
- provide administrative support to the Deputy/Assistant SAA, including the creation of relevant annual reports regarding security services

4.) Support the overall operations of the LAO in order to meet the goals and objectives 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 Members 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 and 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 Sergeants-at-Arms or the SAA
- services provided have a broad impact on the security and safety of the LAO and visitors to the Legislature
- the result of poor judgment or errors may result in significant embarrassment directly to the SAA, the Clerk, the Speaker, the LAO and Alberta as a whole
- 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 two years of related experience in a fast-paced environment dealing with sensitive materials
- knowledge of security standards and conflict resolution through continued professional development is an asset
- capable of working under high pressure situations, de-escalating and providing on-the-spot advice
- strong understanding of emergency procedures, processes and best practices
- knowledge of parliamentary procedures, Legislature protocols and security processes
- experience with Alarm.com systems or similar security systems
- high degree of organizational awareness, including the goals, objectives, policies, procedures and protocols of the LAO

- ability to build relationships with internal and external clients, project a professional and nonpartisan attitude and exercise tact and judgment in all interactions
- sensitivity, tact and good public relations skills
- ability to communicate clearly and effectively, both verbally and in writing
- strong multitasking capabilities and the ability to work independently
- 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
- familiarity with working in an office environment
- 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