

**Palos Verdes Library District
Part-Time Passport Acceptance Agent
Job Description**

Last Reviewed: December 2016
Salary Range: 30

PURPOSE

The Passport Acceptance Agent performs a range of paraprofessional tasks related to the acceptance (or execute) of the passport application. Ensures all materials needed to process the application meet the strict guidelines provided by the National Passport Office.

Incumbents primarily perform routine passport and customer service tasks at the Passport Office, including taking and processing photographs, verifying U. S. citizenship documents (birth certificates, drivers licenses, etc.), reviewing the application to verify all required information has been provided, recording the identification documentation presented on the application, collecting required passport fees, giving the applicant the oath and witnessing his/her signature. Incumbents are required to interpret Passport policies related to the passport application process and to resolve customer issues within established policies.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

Essential duties include, but are not limited to, the following:

- Interact with customers in a courteous and professional manner. Provide a high level of customer service including polite and accurate responses to the passport application process. Refer other questions to the appropriate staff.
- Exercise independent judgment and tact when explaining and applying the regulations, policies, and procedures of the Passport Process.
- May be required to take and process photograph of applicant.
- Verify that the photograph is a true likeness of the applicant.
- Screen evidence of U. S. Citizenship documents.
- Record the identification documentation presented on the application
- Review the application to verify all required information has been provided.
- Collect the required passport fees and forward to the Department of State.
- Administer the Oath to the applicant and witness his/her signature.
- Sign your name and affix your office's authorized seal or stamp on the application.
- Ensure that all documents are handled and stored securely and that the applicant's personal identifiable information is protected.
- Mail passport applications to the appropriate address daily using traceable mail.
- Ensures the Passport office areas are safe, attractive and maintained in good working order.
- Re-certify yearly as a Passport Acceptance Agent.
- Perform daily opening and closing procedures.

Perform other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Techniques for providing a high level of customer service to the public, volunteers, vendors, contractors, and District staff, in person, and over the telephone.
- Principles, practices, and techniques of effectively dealing with the public and public relations.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Alphabetic and numeric systems.

- Basic arithmetic principles and cash handling.
- Modern office practices, methods, and computer equipment.
- Basic record keeping principles and procedures.
- Basic principles and practices of data collection and report preparation.
- Knowledge of confidentiality of customer information, freedom of information, and intellectual freedom.

Ability to:

- Respond to requests and inquiries from the general public.
- Use English effectively to communicate orally and in writing.
- Understand and carry out oral and written instructions.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Prepare and maintain accurate and complete records.
- Organize own work and set priorities within procedural guidelines, work with speed and accuracy.
- Operate modern office equipment, including computer equipment, credit card machines and copy machines.
- Establish and maintain effective working relationships with those contacted in the course of the work.
- Respond well to change and be flexible in performing assigned tasks.

Education and/or Experience: *Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to graduation from high school and meet the strict guidelines set by the National Passport Office:

- Be a United States citizen or U. S. National
- Be at least 18 years old
- Be approved by the Department of State
- Be unable to issue, create, or amend citizenship or identity documents, such as birth certificates and driver's licenses.
- Not presently on parole or probation related to any Federal, State, or local convictions.
- Not presently under indictment for a Federal, State, or local felony, or a misdemeanor related to breach of trust or moral turpitude.
- Free of any Federal, State, or local felony convictions.
- Free of any Federal, State, or local misdemeanor convictions related to breach of trust or moral turpitude (i.e. embezzlement, document fraud, drug offense, or dishonesty carrying out a responsibility involving public trust).

Physical Demands and Work Environment

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This classification requires continuous walking between work areas and prolonged standing in work areas. Finger, hand, and arm dexterity is needed to retrieve, process, and store library materials, and well as to enter and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification may lift and carry materials that typically weigh less than 50 pounds.

Environmental Elements

Employees work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Occasionally, incumbents may have to visit other branch libraries to retrieve materials and may be exposed to inclement weather conditions and hot and cold temperatures. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Working Conditions

This position is required to work every Saturday. The current hours are 9:00 a.m. to 5:00 p.m.