

**Palos Verdes Library District  
Part-Time Administrative Assistant  
Job Description**

Last Reviewed: September 2017  
Salary Range: 30

**PURPOSE:**

The part-time Administrative Assistant supports the Senior Administrative Assistant and performs a variety of office administrative, secretarial, and general clerical tasks related to the effective and efficient operation of the District's Passport Services. Incumbents will assist with all aspects of the passport service including scheduling appointments, monitoring online passport systems, ensuring that all passport service areas are up to date and within compliance, and serving as a Passport Acceptance Agent.

**ESSENTIAL JOB FUNCTIONS:**

*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:***

**Customer Service:**

- Welcomes each visitor and provides a high level of customer service to all.
- Responds to patron questions and requests for information in a timely and professional manner.
- Assists public at front counter and the Passport Office and directs public to appropriate locations/staff.

**Administration:**

- Schedules morning passport appointments, provides reminder emails and phone calls to all passport patrons, and tracks online appointments scheduled through Book Fresh.
- Serves as a liaison to the Passport Agency. Ensures that agent questions are answered and provides follow up when necessary.
- Monitors signage, brochures, and the Passport Agency website and provides updates as needed.
- Organizes and maintains an up-to-date Passport News Notebook at each passport acceptance location.
- Prepares mailings and tracks application deliveries.
- Assists with Passport volunteer training as needed.
- Communicates regularly with Passport Acceptance Agents and provide policy/procedure updates via email.
- Monitors current passport supply stock and orders supplies as needed for all branches.
- Acts as a certified Passport Acceptance Agent; processes passports, such as collecting documents and information required by the National Passport Office; performs all administrative functions related to passport processing, such as photos, mailing, postage, and completing transmittal reports.
- Serves as back up and provides general clerical and administrative support in the administration/reception area.

- Serves as back up for the passport office on an as needed basis.
- Schedules and assists with organizing the annual passport training seminar.
- May train and dispense work to assigned volunteers.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Techniques for providing a high level of customer service to the public, volunteers, and District staff in person and over the telephone.
- Principles, practices, and techniques of effectively dealing with the public and public relations.
- Knowledge of confidentiality of customer information, freedom of information, and intellectual freedom.
- 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.
- Proficiency in Microsoft Office.

### **Ability to:**

- Respond to requests and inquiries from the general public.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Perform responsible administrative and secretarial support work with accuracy, speed, and minimal supervision.
- 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 and copy machines.
- Establish and maintain cooperative working relationships with colleagues.
- Respond well to change and be flexible in performing assigned tasks.
- Learn, interpret, and apply passport departmental policies and procedures.
- Respond to and effectively prioritize passport phone calls, walk-up traffic, and other requests/ interruptions.

## **EDUCATION, LICENSE AND 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**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; operate a motor vehicle and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is partially a sedentary office, partially a field classification, and standing in and walking between work areas is required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Positions in this classification occasionally lift and carry reports and records that typically weigh less than 25 pounds.

### **Environmental Elements**

Employees work in an office environment with moderate noise levels, controlled temperature conditions and may have direct exposure to electrical hazards. Incumbents may interact with upset staff, public, volunteers and contractors in interpreting and enforcing departmental policies and procedures.

### **Working Conditions**

May be required to work flexible schedules including evenings, weekends, and holidays.