

Henderson County Public Library District

Bilingual Passport Agent Job Description

JOB SUMMARY:

The Bilingual Passport Agent is responsible for assisting the Passport Program Manager and agent(s) in conducting full-service passport service at the Henderson County Public Library.

SPECIFIC DUTIES AND RESPONSIBILITIES:

- Assist the Passport Program Manager with the reviewing of intake documents, forms, and identification for accuracy and U.S. Department of State specifications and requirements.
- Take calls regarding the passport service at the library and answer all questions in accordance with U.S. Department of State regulations and library policies.
- Conduct meetings with individuals applying for a passport professionally and courteously.
- Maintain inventory of processing supplies.
- Compile statistics as required.
- Provide excellent customer service.

GENERAL DUTIES AND RESPONSIBILITIES:

- Follow policies and procedures consistently.
- Attend and participate in meetings, workshops, and conferences as appropriate.
- Complete short-term projects as assigned.
- Perform other duties as assigned.

KNOWLEDGE/SKILLS/ABILITIES

- Ability to organize work, set priorities, use time effectively, work independently, and meet deadlines.
- Excellent written and verbal communication skills in both English and Spanish.
- Ability to multi-task and work with frequent interruptions.
- Ability to interact with people of varying personalities and ages in various situations.
- Ability to follow through on numerous details, maintain records in a standard, orderly, systematic fashion, and work well under pressure.
- Ability to analyze and to creatively solve problems related to the position.
- Accuracy in clerical skills, including typing and filing, is required.
- Ability to work under broad supervision using established procedures and oral instructions from supervisor.
- Flexible, adaptable, and able to flourish in a changing environment.
- Cross-training to perform other duties throughout the library is required.
- Ability to work a flexible schedule and adapt to changing job requirements.

- Adapt quickly and positively to changes to library routines, workflows, and suggestions for improvement.
- Understand HCPL policies and embrace the library's mission and vision.

EDUCATION/EXPERIENCE/QUALIFICATIONS

- High School diploma or equivalent required.
- Post-secondary education and relevant work experience preferred.
- Previous experience in a customer service environment preferred.
- Completion of annual passport acceptance certification and ongoing training.
- Must meet the eligibility requirements to become a U.S. Passport Acceptance Agent and complete annual training:
 - Be a United States citizen or non-citizen U.S. national (Passport Program Manager must review evidence of U.S. citizenship or U.S. nationality).
 - Be at least 18 years old.
 - Be approved by the Department of State.
 - Be a permanent employee of the designated facility (not temporary, ad hoc, contractual, or volunteer).
 - Must not hold any other position in which the creation, issuing, or amending of identity documents occurs (e.g., must not work for the Social Security Administration, County Clerk's office, Department of Motor Vehicles, or other similar entity).
 - Be unable to access birth or identity document printing, amending, or issuance functions, including performing duties on different days or hours.
- Must have a background check prior to employment and attest to the following:
 - 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 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).
 - Uphold legal responsibilities as an Acceptance Agent (i.e., verifying that the passport applicant who personally appears and the identification and citizenship evidence presented are the same; that the applicant took the oath; and signed the application).
 - Not participating in any relationship with another source nor delivering another service that could be perceived as a conflict of interest.

PHYSICAL REQUIREMENTS:

The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and the ability to

adjust focus. The employee is regularly required to stand, sit, walk, use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk and hear. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The employee must be able to sit for long periods throughout the workday.

WORK SCHEDULE:

This is a part-time position that requires 20 hours per week. Varied schedules will include mornings, afternoons, evenings, and weekends in various departments. Dependability and diligent attendance are required.

SUPERVISORS:

Technology Administrator and Library Director