



JOB TITLE		DEPARTMENT	JOB LEVEL
Bilingual Passport Clerk		Information Services	4
CLASSIFICATION	REPORTS TO	SUPERVISES	
Part-time Non-exempt	Passport Services Manager	n/a	

POSITION SUMMARY

Under the direction of the Passport Services Manager, serves as a Passport Acceptance Agent and assists with passport record keeping, answers basic library questions, maintains order at the Desk, and provides excellent customer service.

ESSENTIAL RESPONSIBILITIES

- Serves as Passport Acceptance Agent; adheres to procedures and practices as outlined by the U.S. Department of State.
- Responds to questions about the passport application process, both in person and by phone.
- Assists with restocking passport forms and maintaining an organized file system.
- Prepares passport applications for mailing.
- Provides excellent customer service.
- Answers the telephone and cascades questions to the other library staff.
- Assists customers with technology including basic computer use, copy machines, printers, and scanners, as needed for Passport Services.
- Assists in maintaining the condition of the Desk area by ensuring order and general pick-up as needed.
- Attends and participates in scheduled meetings and training sessions as required.
- Completes short-term projects as assigned.
- Other library related duties as assigned.

KNOWLEDGE / SKILLS / ABILITIES

- Professional appearance, positive attitude, and pleasant demeanor while working at the public desk.
- Effective written and oral communication skills in both English and Spanish.
- Pleasant and courteous manner while interacting with other staff and the public.
- Represents the library in a professional manner.
- Must be tactful and respect confidentiality of library customers and staff.
- Ability to exercise sound judgment when interpreting established policies and procedures.
- Must have basic technology knowledge and the ability to learn, adapt, and impart hardware/software changes.
- Ability to assess situations/problems and logically find solutions.
- Ability to prioritize work tasks and manage time effectively.
- Ability to function effectively independently, as well as part of a team.

- Ability to work a flexible schedule and adapt to changing job requirements.
- Adapts quickly and positively to changes in library routines, workflows, and suggestions for improvement.
- Understands GBPLD policies and embraces the library's mission, vision, and values.

EDUCATION/EXPERIENCE QUALIFICATIONS

- High school diploma or equivalent.
- Previous experience in a customer service environment.
- 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:
 - U.S. citizen or a U.S. non-citizen national
 - 18 years of age or older
 - Does not have a record of either: (i) A Federal or State felony conviction; or (ii) A misdemeanor conviction for crimes involving moral turpitude or breach of trust, including but not limited to embezzlement, identity theft, misappropriation, document fraud, drug offenses, or dishonesty in carrying out a responsibility involving public trust.

TOOLS/EQUIPMENT

Use of the following equipment: computer and all related equipment, copy machine, printers, scanners, telephone system, camera, and other general office equipment in the completion of the tasks of the position.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

- Must be able to hear, comprehend and respond to others, both in person and in telephone conversations.
- Must have the ability to read computer screens, computer keyboards, and paperwork.
- Must be able to operate a computer keyboards, laptops, calculator.
- Must be able to write and type with great accuracy and attention to detail.
- Must be able to perform repetitive hand motions for extended periods of time.
- Must be able to work in and tolerate a moderately loud and highly active work environment.
- Must be able to move items weighing up to 30 pounds.
- Must be able to remain in a stationary position for extended periods of time.
- Must be able to move distances of more than 300 feet within the building.
- Must be able to position oneself to reach lower shelves near the ground and shelves as high as 60 inches.
- Must be able to work a variable schedule, which may include day, evening, and weekend hours and meet general attendance requirements.

* The scope of the job may change as necessitated by the library's operational demands.