

Passport Office Specialist, Full Time (G-IV) Hartford Public Library seeks creative and flexible individual to support passport services. Responsibilities: The Passport Specialist coordinates the entire passport acceptance functions for Hartford Public Library and provides comprehensive administrative support for the Library's Bureau of Immigration Appeals (BIA) immigration. The position is responsible for accepting and reviewing passport and immigration applications from customers and the daily activities of mailing, cashiering, and quality control, tracking and reporting. The Passport Specialist ensures a smooth entry of all paper work into online case management systems and transitions between Adult Learning and Business Administration. Conducts all related training for department and reviewers quality of work being completed. Interfaces with the Processing Section Manager and the Government Passport Specialist/Adjudication Supervisor. This position ensures the highest level of confidentiality and service is provided to all customers.

Qualifications: **Must be a United States citizen or U. S. national to apply and cannot hold any position which may result in a conflict of interest. Note: Applicant must be approved by the Department of State and must obtain passport certification within two weeks of hire.** Bachelors degree in Business Administration or related field; Solid working knowledge of all MS Office suite software and online case management systems is required. Spanish language fluency is strongly preferred.

Job description and application are available online at www.hplct.org or Administrative Offices, Hartford Public Library, 500 Main Street, Hartford, CT 06103. EOE
Position open until filled.

Hartford Public Library Job Description

Date: December 2014

Position: Passport Office Specialist

Department: Adult Learning

FLSA: Non-exempt

Reports To: Chief Adult Learning Officer

Supervises: Passport Agents

SUMMARY OF RESPONSIBILITY:

The Passport Specialist coordinates the entire passport acceptance functions for Hartford Public Library and provides comprehensive administrative support for the Library's Bureau of Immigration Appeals (BIA) immigration. The position is responsible for accepting and reviewing passport and immigration applications from customers and the daily activities of mailing, cashiering, and quality control, tracking and reporting. The Passport Specialist ensures a smooth entry of all paper work into online case management systems and transitions between Adult Learning and Business Administration. Conducts all related training for department and reviewers quality of work being completed. Interfaces with the Processing Section Manager and the Government Passport Specialist/Adjudication Supervisor. This position ensures the highest level of confidentiality and service is provided to all customers.

Essential Functions:

- Accepts passport applications and review all applications to ensure that required information has been provided.
- Oversee passport photo service (camera operation, staff training, etc.)
- Order and maintain inventory of all passport/immigration forms and supplies.
- Prepare passport/immigration cash receipts for deposit; contact applicants regarding checks returned for insufficient funds.
- Prepare all passport applications received for transmittal to Passport Services, complete all required forms, and mail.
- Contact applicants for missing information, additional documents required, etc.
- Provide weekly and monthly report to Chief Adult Learning Officer on passport and immigration activity.
- Work with Chief Adult Learning officer to resolve unusual circumstances and review application errors and exceptions.
- Provides welcoming customer service to all customers.
- Positively reflects Hartford Public Library's mission, vision, and values to staff and the public.
- Advises and instructs department staff on the new laws and policy changes affecting adjudication of passport applications, and ensures compliance.
- Oversees, evaluates, and provides guidance to supervisor regarding management issues.
- Other administrative duties in Adult Learning Department as required.

Other Functions:

- Participates in the overall administration of Hartford Public Library through committee or taskforce assignments.
- Participates in community activities and maintains contacts with professional organizations in order to better provide services and to meet the objectives of the library.
- Performs related duties as required.

The duties listed above are intended only as illustrative of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar or a logical assignment to the position.

QUALIFICATIONS AND COMPETENCIES:

- **Must be a United States citizen or U. S. national to apply and cannot hold any position which may result in a conflict of interest. Note: Applicant must be approved by the Department of State and must obtain passport certification within two weeks of hire.**
- Bachelor's Degree in Business Administration or related field.
- Prior experience in business operations and handling of cash and other receipts is required.
- Solid working knowledge of all MS Office suite software and online case management systems is required.
- Spanish language fluency is strongly preferred.
- Solid knowledge of Passport Agency procedures and processing preferred.
- Solid knowledge in immigration forms and processes preferred
- Must be detail oriented and confidential.

- Prior experience working with a diverse community
- Solid written and verbal communication, listening, organization and priority setting skills.
- Knowledge of the principles and practices of modern library systems and programs is preferred.
- Strong commitment to working within a team environment is required.
- Ability to provide welcoming and effective customer service.
- Ability to work independently.
- Ability to think quickly, assess a situation and make a sound decision.
- Ability to work a varied schedule inclusive of evenings and weekends.
- Ability to create clear and concise reports, and to deliver them orally to a wide variety of audiences.

Mental and physical requirements:

The Physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to perform continuous bending, twisting, stooping, reaching, pulling of a cart, and lifting of moderate to heavy weight material up to 50 lbs.
- Must be able to walk, sit and stand for extended periods during the shift.
- Vision abilities required by the job include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus.
- Ability to keep his/her composure with the public and co-workers in everyday, potentially stressful situations.