

### **Passport Office Coordinator - Full time**

The Passport Office Coordinator coordinates the entire passport acceptance functions for Hartford Public Library. The position is responsible for accepting and reviewing passport and immigration applications from customers and the daily activities of mailing, cashiering, quality control, and tracking and reporting. The Passport Office Coordinator ensures the smooth entry of all paperwork into online Business Administration systems. Conducts all related training for department and reviews 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.

### **RESPONSIBILITIES INCLUDE:**

#### **Application**

- Greets and assists customers with the acceptance and adjudication of passport applications.
- Operates passport photo service.
- Answers questions associated with the passport application process.
- Reviews all applications to ensure that all required information is provided; prepares applications and transmittal sheets, identifies potential Derivative Citizenship applicants; completes all required forms and submits mailings.
- Verifies forms, documents, identification and other required information for proof of identity.
- Accepts payment associated with State Department and processing fees.

#### **Administrative**

- Prepares passport cash receipts for deposit; follow up with applicants regarding checks returned for insufficient funds.
- Provides weekly and monthly reports on Passport and Derivative Citizenship application outputs. Coordinate Passport agent schedules and systemwide service, trainings and ensures quality control.
- Liaison with Processing Section Manager and the Government Passport Specialist/Adjudication Supervisor.

#### **Collaboration Outreach and Training**

- Collaborates with the Communications and Development departments to support the marketing of the Passport Program to enhance its self-sufficiency.
- Coordinates outreach events and schedules passport support staff.
- Advises and instructs department staff on new laws and policy changes affecting adjudication of passport applications and ensures compliance through memos and regularly scheduled meetings.

#### **Public Service**

- Performs reference services; assists customers with requests for information or materials; reader's advisory; provides referrals; instructional support for using library collections and equipment.
- Assists with public service including circulation and customer support. Including but not limited to room reservations, borrower services, shelving, circulation, renewals, creation and editing of

customer records, municipal ID, and providing technical training/assistance to customers as needed.

#### **EDUCATION and EXPERIENCE/QUALIFICATIONS:**

##### **Required:**

- Bachelor's degree in business administration or related field.
- Solid working knowledge of all MS Office suite software.
- 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.
- Ability to work varied schedules that include mornings, afternoons, evenings, and weekends.

##### **Preferred:**

- Spanish language fluency is strongly preferred.

#### **PHYSICAL DEMANDS / WORK ENVIRONMENT**

- Ability to continuously bend, twist, stoop, reach and pull.
- Ability to keep composure in everyday, potentially stressful situations.
- Ability to meet a flexible work schedule, including evenings and weekends.
- Able to walk, sit and stand for extended periods.
- Close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

#### **What we offer employees:**

Hartford Public Library offers robust benefits you won't find at other nonprofit organizations through a unique partnership with the City of Hartford. This includes:

- MERF Pension Plan with employer contribution
- Health Care, Dental, Pharmacy benefits
- Life Insurance
- Long Term Disability Insurance
- Mental health support through the Employee Assistance Program
- Tuition reimbursement program
- Paid professional development, continuing education and staff engagement opportunities
- Commitment to, and active plan of, diversity, equity, and inclusion work including implementation of the staff-led DEI Road Map.

**What we offer the community:**

The Hartford Public Library is a national leader in redefining urban public libraries in the 21st century as innovative, stimulating and engaging spaces where people can learn and discover, explore their passions and find a rich array of resources that contribute to a full life.

We are an integral part of the Hartford community and offer programs for all our citizens. With 7 locations and robust outreach services, we are here for Hartford. Our programs include:

- The American Place, which offers a variety of free services to welcome immigrants and refugees including English Language Learning, Citizenship preparation and civic engagement
- Digital Library Lab
- Hartford History Center
- HPL Studios
- YOUmedia teen spaces
- Baby Grand Jazz, a free series of Jazz performances open to everyone
- Summer Learning
- Leap into Learning - Early Literacy
- Adult education classes and support
- Career Certification, GED
- Technology training and digital literacy
- Library of Things
- Robust print, electronic, audio and video collections · And so much more! [Click here](#) to see all the great programs and services we offer.

**To Apply:** Please email resume and cover letter to [hpljobs@hplct.org](mailto:hpljobs@hplct.org) and reference **Passport Office Coordinator** in the subject line of your email.

In light of the ongoing COVID-19 pandemic, the Hartford Public Library strongly recommends and encourages all newly hired employees to receive vaccinations. Vaccinations have proven to be an effective measure in preventing the spread of the virus and protecting individuals from severe illness. We are committed to safeguarding our workplace and community. While COVID-19 vaccinations are recommended, vaccinations are not required at this time

**Hiring Range: \$41,154.10 – \$43,440.54**

**Hartford Public Library is an Equal Opportunity Employer.**