

Passport Office Coordinator

The library seeks a **Passport Office Coordinator**. In this role you will be responsible for effectively coordinating the entire passport acceptance functions for Hartford Public Library and provides administrative support for the Library's public service and The American Place programs. The position is responsible for accepting and reviewing passport applications from customers and the daily activities of mailing, cashiering, quality control, tracking and reporting. The Passport Office Coordinator ensures a smooth entry of all paperwork into online case management systems. Conducts all related training and coordinator of HPL passport agents and reviews quality of work being completed, Interfaces with the Government Passport Specialist/Adjudication Supervisor. This role reports to the Programming and Events Manager and is located at the downtown library.

Responsibilities include:

- Accepting and adjudicating passport application and operate passport photo service
- Reviewing all applications to ensure that all required information is provided
- Preparing applications and transmittal sheets, complete all required forms and submit mailings
- Providing weekly and monthly reports on Passport application outputs
- Coordinating HPL passport agents to cover any necessary appointments, passport fairs and citizenship ceremonies
- Preparing passport cash receipts for deposit
- Following up with applicants regarding checks returned for insufficient funds
- Collaborating with the Communications, Public Services, and the American Place departments to increase the marketing of the Passport Program
- Coordinating outreach events and schedule passport support staff
- Advising and instructing department staff on the new laws and policy changes affecting adjudication of passport applications and ensuring compliance through memos and regularly scheduled meetings
- Increasing the number of Derivative Citizenship applicants by promoting the benefits of citizenship for the children of newly naturalized parents applying passport
- Coordinating outreach events and scheduled passport support staff

EDUCATION:

Required:

- Associate's Degree, or a combination of college coursework with an equivalent of 2 years of progressively responsible office, clerical, accounting and financial record keepings experience.

Preferred:

- Bachelor's Degree in Business Administration or related field Preferred

EXPERIENCE/QUALIFICATIONS:

- One to three years in a high-volume, customer service role where high attention to detail and accuracy
- Must be detail oriented and confidential
- Ability to provide welcoming and effective customer service; and prior experience working with a diverse community
- Ability to work independently, think quickly, assess a situation and make sound decision
- Ability to think creatively about community outreach
- Strong written and verbal communication, listening organization and priority setting skills
- Solid working knowledge of all MS office Suite software and Outlook email
- Drivers license
- Must be fully vaccinated against COVID-19

Preferred:

- Solid Knowledge in immigration forms and processes preferred.
- Solid knowledge of Passport Agency procedures and processing preferred.
- Knowledge of principles and practices of modern library systems and programs is 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 and reference **Passport Office Coordinator** in the subject line of your email.

Newly hired employees of the Hartford Public Library must present proof of receipt of a COVID-19 vaccination and may not begin employment at the Library until proof of vaccination (two doses of either the Pfizer or Moderna vaccines or one dose of the Johnson & Johnson vaccine). Booster vaccinations may be required in the future. The Library may consider exemptions for prospective employees who cannot become vaccinated due to a qualifying medical condition or a sincerely held religious belief. Candidates who receive a conditional offer of employment and who seek a medical or religious exemption to the Library's vaccination

policy will be provided with additional instructions at the time of the conditional offer. Testing requirements and/or additional PPE requirements may apply to unvaccinated employees.

Hiring Range: \$41,065.18 - \$45,504.94 DOE

Hartford Public Library is an Equal Opportunity Employer.