**Passport Office Coordinator**

Hartford Public Library is nationally recognized for its wide range of initiatives including immigration services, employment assistance, school partnerships and youth leadership training. Now celebrating its 127th year, Hartford Public Library remains at the forefront of redefining the urban library experience. HPL is the catalyst for opportunities in education, civic engagement, intellectual enrichment and cultural development for tens of thousands of children, youth and adults every year. [www.hplct.org](http://www.hplct.org).

The library seeks a ***Passport Office Coordinator***. In this role you will be responsible for effectively coordinates 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 Chief Adult Learning Officer and is located at the downtown library.

* Order and maintain inventory of all passport/immigration forms and supplies.
* Advise and instruct department staff on the new laws and policy changes affecting adjudication of passport applications, and ensures compliance.
* Provide programmatic information regarding the American Place services including Adult Education, Immigration, and the American Job Center.
* 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.
* Oversees, evaluates, and provides guidance to supervisor regarding management issues.
* Participates in 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.

EDUCATION and EXPERIENCE/QUALIFICATIONS

Required:

Associate’s Degree

Preferred:

Second Language Preferred

Bachelor’s Degree in Business Administration or related field Preferred

* 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.*
* Prior experience in business operations and handling of cash and receipts is required.
* Solid working knowledge of all MS Office Suite software and online case management systems is required.
* Strong written and verbal communication, listening, organization and priority setting skills.
* Must be detail oriented and confidential.
* Prior experience working with a diverse community.
* 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.
* Ability to think quickly, assess a situation and make a sound decision.
* Ability to work independently. Ability to provide welcoming and effective customer service. Strong commitment to working in a team environment is required.
* 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.
* Lifting of moderate to heavy weight material up to 50 lbs.
* Close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

**To Apply:** Please email resume and cover letters to hpljobs@hplct.org and note **“Passport Office Coordinator”** in the subject line.

Hartford Public Library is an Equal Opportunity Employer.