

EASTTOWN LIBRARY & INFORMATION CENTER
720 FIRST AVENUE, BERWYN, PA 19312
www.easttownlibrary.org

Part-Time Passport Acceptance Agent

Summary of Job: The Easttown Library seeks two enthusiastic, friendly and service-oriented part-time Passport Acceptance Agents. Primary responsibilities will include all duties related to processing U.S. passports, following the procedures set forth by the U.S. Department of State.

Required Experience:

- At least one year of customer service or related experience.
- G.E.D. or high school diploma.
- Successful completion of Passport Application Acceptance training (provided by the Library).
- Must be a U.S. citizen or U.S. national, free of any Federal, State, or local convictions related to breach of trust or moral turpitude.

Job Duties:

- Accepts and processes U.S. passport applications.
- Instructs applicants in procedures and form completion.
- Reviews documentation of applicants proving identity for accuracy and validity.
- Takes passport photographs following U.S. Department of State guidelines.
- Answers informational questions and resolves routine passport problems, referring to supervisor as needed.
- Calculates and receives payments; issues receipts, refunds, and change.
- Maintains confidential records and passport transmittals in accordance with the U.S. Department of State retention policy.
- Orders and maintains supplies, including passport related materials for public distribution.
- Assumes other duties and projects as assigned.

Desired Skills, Knowledge and Experience:

- Experience working with the public and diverse populations.
- Exceptional customer service skills.
- Strong technology skills. Ability to operate personal computer hardware and software, Internet and email, digital camera, and printer/copiers.
- Strong communication skills. Ability to speak clearly and understand the speech of others, and convey complex information so that others with differing knowledge, abilities, education, and experience will understand.
- Problem-solving skills. Ability to analyze issues, identify alternative solutions, and ultimately ensure customer satisfaction.
- Organizational skills and excellent attention to detail.

Hours: 15-20 hours per week. Must be available during operating hours: Mon, Tue, Thur 1pm – 8pm; Fri-Sat 10am - 5 pm. (hours subject to change)

Starting Wage: \$13.00 / hr

Easttown Library & Information Center is an Equal Opportunity Employer and complies with the American with Disabilities Act (ADA). All library positions require a PA state criminal background check, PA Child Abuse History Clearance and a FBI fingerprint based federal criminal history background check.

Please send cover letter and resume via email to:
Rachel Hart, passports@easttownlibrary.org