

The job description below is not intended to describe, in detail, the multitude of tasks that may be assigned, but rather to give the employee a general sense of the responsibilities and expectations of this position. Bucks County Free Library reserves the right to modify this job description at any time with or without notice.



Bucks County Free Library Job Description

Job Title:	Passport Clerk
Job Classification:	Clerical
Department Name:	Branch
Reports To:	Library Manager
Date Prepared:	March 2022
Approved By:	Chief Executive Officer

POSITION SUMMARY: Performs a variety of clerical tasks related to the processing of U.S. applications. Reviews passport applicant information, ensures applications are completed and submitted correctly and in a timely fashion, answers questions about passport applications, and follows up on problem applications as needed. Keeps internal and external records of passport applications and activities, following all regulations and requirements established by the Bucks County Free Library and the federal government. The position involves a great deal of contact with the public. Regularly performs all duties of Customer Service Associates (CSAs) during passport down times. This is a bargaining unit position.

MINIMUM EDUCATION AND EXPERIENCE:

- Requires a high school diploma or GED. Bachelor's degree preferred
- Requires completion of Passport Application Acceptance training
- One year related experience
- Must have current driver's license, insurance, and own transportation or ability to travel among many library sites
- Applicant must provide on date of hire the following three required clearances: PA State Police Criminal Record Check; PA Child Abuse History Clearance; and FBI fingerprint-based background check

SCOPE OF RESPONSIBILITY:

- **Staffing Responsibility** – Has no responsibility for the direction of others.
- **Supervision Received** – Work is assigned and performed under direct supervision. Position functions independently on routine work, but questionable cases and situations are referred to immediate supervisor.
- **Customer Satisfaction and Service** – Understands and communicates moderately complex information and identifies and resolves routine problems to ensure that customer satisfaction and service are maintained through daily interaction with internal and/or external contacts.
- **Decision Making Impact** – Productivity or actions affect the work of others in the immediate work group or several customers.

- **Communication Type** – Interaction requires moderate tact and cooperation, e.g., scheduling and/or coordinating multiple priorities and responding to questions which require some research to provide the correct answer.
- **Communication Level** – Level of contact is primarily with library users, co-workers, and/or supervisors.
- **Complexity** – Work is routine and well defined with clearly stated and detailed rules or procedures. Judgment is exercised on routine matters and guidance is readily available.
- **Budget Responsibility** – Keeps budget records, including cash receipts, but is not responsible for authorizing expenditures.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Accepts and processes U.S. passport applications.
- Instructs applicants in procedures and form completion; administers oaths.
- Reviews identity documentation of applicants for accuracy and validity.
- Collects fees; prepares transmittal forms and envelopes for delivery to the post office or other carrier as needed.
- Stays up to date on new information, such as changes in passport application procedures, by consistently and regularly reading materials provided by U.S. Passport Services, reporting key information to supervisors as needed.
- Answers informational and directional questions of passport applicants in person and by phone. Refers and routes library users to other staff as needed.
- Resolves routine passport problems, such as applicant concerns with delayed or denied applications. Refers complex problems to supervisors as needed.
- Performs passport desk opening and closing procedures; participates in general library opening and closing procedures.
- Maintains records in accordance with the library's and U.S. government's retention policies.
- Maintains passport files.
- Maintains passport supplies.
- Prepares cash receipts documentation and cash transmittals or deposits.
- Tracks, compiles, and submits passport statistics.
- Maintains supply of passport related printed materials for public distribution.
- Sorts and routes incoming and outgoing mail.
- Keeps work area and common areas neat and orderly. Monitors and notifies management of the need for IT or Facilities work orders.
- Regularly performs all duties of Customer Service Associates (CSAs) during passport down times.
- Attends and participates in branch, committee, and systemwide meetings and training.
- Assists with in-house orientation or training of passport staff.
- As part of a committee or team, participates in countywide planning for library services.
- Maintains the orderliness and safety of individual and shared staff work areas.
- Monitors public areas and library user behavior and takes steps necessary to ensure safety and an appropriate environment are maintained.
- Assumes other duties and projects as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of standard practices for providing customer service in libraries, including needs assessment, meeting quality standards, and evaluating customer satisfaction.
- Knowledge of the philosophy and objectives of public library service and the principles and methods used in library system operations.
- Knowledge of the needs and interests of parents, caregivers, and other adults who use library resources and services.
- Knowledge of the principles and processes for showing, promoting, and selling products and services, including marketing strategy and tactics, product demonstration, and sales techniques.
- Knowledge of personal computer hardware and software and library information systems.
- Knowledge of administrative and clerical procedures and systems, such as word processing, spreadsheet, and database programs.
- Knowledge of current trends in reading, public library collections, and the publishing industry.
- Ability to consistently arrange things or actions in a certain order or pattern according to a specific rule or set of rules.
- Coordination skills. Ability to adjust actions as needed in relation to others' actions or changing conditions.
- Judgment and decision making skills. Ability to consider and anticipate the relative costs, benefits, and possible consequences of an action.
- Active listening skills, such as giving full attention to what others are saying, taking time to understand key points, asking questions, and listening without unnecessary interruption.
- Time management skills, including the ability to manage the time of others.
- Ability to apply critical thinking skills such as logic and inductive or deductive reasoning to analyze problems, identify alternative solutions, and implement plans in support of goals.
- Social skills. Awareness and understanding of others' reactions.
- Ability to speak clearly and identify and understand the speech of others.
- Ability to clearly communicate information and ideas in writing and speaking in English so that others with differing knowledge, skills, abilities, education, and experience will understand.
- Ability to read and listen to and understand complex information in English.
- Manual dexterity, including the ability to move the hand, the hand together with the arm, or two hands to grasp or manipulate objects.
- Ability to add, subtract, multiply, or divide quickly and correctly.
- Ability to see details at close range (within a few feet of the observer).
- Ability to shift back and forth between two or more activities or sources of information, such as viewing, touching, listening, and speaking.
- Ability to make fast, simple, repeated movements of the fingers, hands and wrists.

PHYSICAL DEMANDS:

Amount of on-the-job time spent on the following physical activities. Definitions below indicate the frequency of occurrence.

None – The person does not perform this activity.

Occasionally – The person does the activity up to 33% of the time.

Frequently – The person does the activity 34% to 66% of the time.

Continuously – The person does the activity 67% to 100% of the time.

<u>Activity</u>	<u>None</u>	<u>Occasionally</u>	<u>Frequently</u>	<u>Continuously</u>
Standing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sitting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Repetitive Hand Motion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reaching/Working Overhead	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing or balancing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stooping, kneeling, crouching or crawling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Does this job require that weight be lifted or force be exerted? Yes No

If so, how much and how often?

<u>Activity</u>	<u>None</u>	<u>Occasionally</u>	<u>Frequently</u>	<u>Continuously</u>
Up to 10 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 25 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 50 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 100 lbs. (force exerted)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More than 100 lbs. (force exerted)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>