

Job Description

Position Title: Passport Acceptance Specialist 2

Job Family: Financial Services

Job Level: Support & Service - Intermediate

FLSA Status: Non-Exempt

Salary Grade: 03

Position Summary:

The Passport Acceptance Specialist 2 is a trained and certified professional who accepts passport applications and performs a variety of administrative tasks. The Passport Acceptance Specialist reviews applications for completeness, verifies applicant identity, and ensures the applicant has presented the required documentation. The Passport Acceptance Specialist witnesses the applicant signing the application, ensures the applicant has provided proper identification, and records the applicant's oath.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Ensures all applications and documents comply with Passport requirements and that the photograph meets U.S. Department of State standards, and customers are provided fee information.
2. Reviews passport application, photograph, identification and supporting documentation for completeness.
3. Maintains constant awareness of all aspects of internal and external security verifying transactional accuracy.
4. Performs tasks while maintaining a high level of accuracy
5. Ensures that all documents are handled and stored securely, and that the applicant's personal identifiable information is protected. Signs name and affixes office's authorized seal or stamp on the application.
6. Mails passport applications to the appropriate address using traceable mail.
7. Maintains the cleanliness and organization of the passport office areas.
8. Collects the required passport fees.
9. Assists citizens with the preparation of their passport application forms including, but not limited to, answering customer questions concerning application rules and process.
10. Interacts with customers in a courteous and professional manner. Provides a high level of customer service including polite and accurate responses to the passport application process.
11. Screens evidence of U.S. Citizenship documents; Records the identification documentation presented on the application; Reviews the application to verify all required information has been provided.
12. Administers the Oath to the applicant and witnesses their signature.
13. Accepts payments, such as for tuition, fees, and other charges

14. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of regulatory compliance principles and practices
2. Knowledge of administrative procedures and practices
3. Knowledge of internal and external customer service principles and practices
4. Knowledge and application of organizational and time management principles
5. Skill in analyzing data and drawing conclusions
6. Skill in effective communication (both written and oral)
7. Skill in positive, productive, and flexible customer service
8. Skill in problem solving
9. Ability to apply analytical and critical thinking skills as well as draw conclusions and prepare accurate reports of results
10. Ability to apply effective and accurate data entry and typing skills
11. Ability to develop and maintain effective and positive working relationships

Supervision:

- Not responsible for supervising the work of others.

Independence of Action:

- Work is routinely monitored by supervisor/manager; detailed instructions and procedures are generally provided.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Organizational Culture: Provides an opportunity to impact the organizational culture of Pima Community College by both acknowledging the College's past and helping to chart its future.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- High school diploma or GED required.

- One (1) to three (3) years of front-facing customer service experience and/or clerical/office experience required.
- Ability to become a Passport Acceptance Agent per U.S. Department of state standards required.
- Due to the nature of the government contract requirements, applicant must be a US citizen.
OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above.
- Three (3) to five (5) years of front-facing customer service experience and/or clerical/office preferred.
- Bilingual (Spanish) preferred.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to position or transport light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Pre-employment background check required
- Ability to become a Passport Acceptance Agent per U.S. Department of state standards required
- Due to the nature of the government contract requirements, applicant must be a US citizen