

PASSPORT/LIVESCAN AGENT

DEFINITION

To perform a variety of administrative duties involved in the processing of passport and livescan applications; to receive and review passport and livescan applications for completeness; and to receive and respond to questions and inquiries from the public.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate supervision from the Assistant City Clerk or City Clerk; receives technical and functional supervision from a City Clerk Technician.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Review applications to verify that all required information has been provided, evaluate the need for signed parental consent and supporting documents (i.e. adoption decree, if application is for minors) and/or give direction as needed.

Execute passport applications by authenticating the validity of citizenship and identity documents necessary to satisfy federal requirements.

Process applications using appropriate computer applications.

Assist customers to set up passport and livescan appointments.

Collect correct fees for each application based on what is being applied for, the date of departure, the age of customer and the customer's preference.

Produce digital passport photos, meeting the specific requirements of the U.S. Department of State.

Complete daily deposits, reconciling financial reports, completing federally required daily transmittal reports and tracking requirements.

Research, interpret and apply policies and regulations related to passport application criteria.

Develop and update marketing materials, forms, documents and website content.

Provide notary service to facilitate City business and to the public.

Perform related work as required.

MINIMUM QUALIFICATIONS

Knowledge of:

Eligibility requirements for obtaining a U.S. passport.

Principles and practices of customer service.

English usage, spelling, punctuation and grammar; business correspondence.

Cash handling principles.

Modern office equipment and procedures including use of word processing, database, and spreadsheet applications.

Ability to:

Interpret and apply policies, laws and rules in the processing of passport and livescan applications.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

On a continuous basis, sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Work with sensitive and confidential information.

Review documents for completeness.

Prepare and present concise reports.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

Experience:

Two years of responsible customer service and clerical experience that involved the receipt, review and processing of applications requiring attention to detail and adherence to complex rules.

AND

Training:

Equivalent to completion of the twelfth (12th) grade, GED, or higher level degree.

License or Certificate

Possession of a valid California driver's license by date of appointment

Possession of, or ability to obtain, a California Notary Public designation within six months of hire.

Possession of, or ability to obtain, designation as a United States Department of State, Bureau of Consular Affairs U.S. Passport Acceptance Agent designation within two months of hire.

Ability to clear a State and Federal level background check to be certified by the CA Department of Justice as fingerprint roller within two months of hire.