



Part-Time Passport Acceptance Agent

Summary of Job: Easttown Library seeks a friendly and service-oriented part-time Passport Acceptance Agent. Primary responsibilities are reviewing and executing U.S. passport applications, following the procedures set forth by the Department of State.

Required Experience:

- At least one year of experience in customer service or administrative work
- G.E.D. or high school diploma
- 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:

- Successful completion of Passport Application Acceptance Training (provided by Library after hire).
- Accepts and executes U.S. passport applications (after training and certification).
- Instructs applicants in procedures and form completion.
- Reviews documentation of applicants proving identity for accuracy and validity.
- Takes passport photographs.
- Answers informational questions and resolves routine appointment issues.
- Calculates and receives payments; issues receipts, refunds, and change.
- Maintains confidential records in accordance with the library's retention policy.
- 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: the ability to operate the photocopier, Internet, email, digital camera, and photo printing equipment.
- 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: Approximately 20 hours per week, including afternoon/evenings and rotating weekends. Proposed schedule: Tue. & Thur. 12 PM – 7:30 PM and alternating Fri. & Sat. 10 AM – 3 PM (hours may vary depending on appointment demand and staffing).

Starting Wage: \$15.50 / hour

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

More information about Easttown Library can be found at www.easttownlibrary.org. Please send a cover letter and resume via email to Rachel Poliniak at passports@easttownlibrary.org.