



**PART-TIME POSITION:** Passport Office Clerk

**DATE AVAILABLE:** Immediately    **HOURLY RATE:** \$22.54

**CLASSIFICATION RANGE:** 2

The Ferguson Library seeks a motivated individual to join our Passport Services staff. The ideal candidate will have customer service experience, a passion for working with the public, and the ability to work in a fast-paced, team-oriented environment. Training will be provided.

The Ferguson Library is committed to being an anti-racist and equitable organization. Our staff are people with different strengths, experiences and backgrounds who share a passion for improving people's lives through education, resources and services. Diversity not only includes race and gender expression but also age, disability status, veteran status, sexual orientation, religion and many other parts of one's identity. We are deliberate and self-reflective about the kind of culture and workplace we aspire to create.

**DUTIES INCLUDE:**

1. Accept passport applications from customers and review all paperwork to ensure that required information and documentation has been provided.
2. Answer questions from the public on passport applications and procedures required by the U.S. Department of State.
3. Take passport photos.
4. Collect proper passport application, documentation and photo fees for submission to the Department of State.

**QUALIFICATIONS:**

1. Ability to learn Passport Agency procedures, and processing requirements.
2. Pass initial test and yearly recertification.
3. Excellent customer service and telephone skills.
4. Business operations experience desirable.
5. Attention to details is a requirement.
6. Experience handling cash/checks.
7. Availability to work evening/weekend hours.
8. Bilingual Spanish is required.
9. Must be committed to hours assigned.
10. Current U.S. citizenship required.
11. High school diploma required.