



EMPLOYMENT OPPORTUNITY Fircrest Planning & Building

POSITION: Passport Acceptance Specialist (Regular Part-Time/15 hours per week)
DATE OPEN: July 6, 2021
DATE CLOSED: Open until filled. First review: July 30, 2021
SALARY RANGE: \$17.23/hour to \$22.00/hour

THE POSITION: The City of Fircrest is accepting applications for a regular part-time Passport Acceptance Specialist. The primary function associated with this position relates to the processing of passports. Applications for passports may be presented in person, by the public, at City Hall. The Passport Acceptance Agent will review the application for proper completion, presentation of documentary evidence of birth in the United States or naturalization, and record the evidence submitted for proof of identity. A secondary function associated with this position is general clerical office support. Support may include office/file organization. This position will be involved with organizing existing information into new repositories.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Reviewing passport applications for proper completion and presentation of documentary evidence of birth in the United States or naturalization and recording the evidence submitted for proof of identity.
- Providing information on rights, benefits, privileges, or obligations; explaining pertinent legal provisions, regulations, and related administrative practices and their application to specific cases; and assisting individuals in developing needed evidence and preparing required documents, or in resolving errors, delays, or other problems, but when they do not include adjudication functions.
- Scanning files and organizing files into electronic data.
- Moving files from one depository to another.
- Organizing and continued maintenance of existing files.
- Creating various spreadsheets which will demonstrate the organization of files.

NONESSENTIAL DUTIES

- Prepares correspondence and maintains records and files.
- Performs other duties as assigned.

DESIRED MINIMUM QUALIFICATIONS

- High school education or equivalent; one to three years of experience in a high-volume customer service atmosphere (prefer licensing/passport experience); or equivalent combination of education and experience.
- Passport Specialists must meet federal eligibility requirements for passport acceptance agents and obtain/maintain certification as a Passport Acceptance Agent.

NECESSARY KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge:

- Knowledge of passport issuance principles, practices, methods, and techniques.
- Knowledge of provisions of laws, treaties, rules, and regulations pertaining to birth, identity, and citizenship matters concerning the examination for passports.
- Knowledge of the functions, policies, systems, procedures, and processes employed by passport offices in the issuance of passports.
- Cash handling principles, basic mathematics.

Ability:

- Ability to deal effectively with the public in a friendly and professional manner.
- Ability to follow instructions and complete projects with minimum supervision
- Ability to type with speed and accuracy and to develop and maintain records and files
- Ability to work independently; ability to perform basic arithmetic calculations
- Ability to follow written and oral instructions
- Ability to work as a team with others to accomplish a project.

Skills:

- Intermediate skills with Excel and Word applications.
- Perform independent fact-finding, analysis, and problem-solving to:
 - Analyze facts contained in applications, documentary evidence, affidavits, and statements of applicants and witnesses.
 - Research policy and regulatory material to determine requirements for specific situations.
 - Develop additional information or evidence.
 - Reach timely and correct conclusions; and
 - Express decisions clearly and concisely in written and oral form.
- Skill in interpreting and explaining the requirements for obtaining a passport and advising on sources and types of documentation needed to establish proof of citizenship, residence, and identity.
- Skill in questioning a variety of applicants and others to ascertain facts and the veracity of statements, evidence, and representations.
- Skill to uncover the probability of fraud without alerting persons to the purpose of the inquiries.
- Good verbal and written communication skills; basic clerical skills; basic computer skills; aptitude for working with people; aptitude for working with numbers and details; aptitude for working with paperwork and computers.
- Work under pressure and/or frequent interruptions.
- Maintain confidentiality of records and information.

SPECIAL REQUIREMENTS

- Valid Washington driver's license without record of suspension or revocation in any state, or ability to obtain one by the time of hire.
- Meet the strict guidelines set by the U.S. Department of State and be approved by the U.S. Department of State as a passport acceptance agent within sixty (60) days of employment.

TOOLS AND EQUIPMENT USED

Personal computer, Microsoft Office, calculator, copier/ scanner, fax machine, and phone.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or operate objects, tools, or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

SELECTION GUIDELINES

Formal application, rating of experience, oral interview, reference check, and job-related tests might be required.

TO APPLY

- A formal application form must be fully completed and submitted to:

**City of Fircrest
C/O Personnel Officer
115 Ramsdell Street
Fircrest, WA 98466
Telephone: (253) 564-8901
Email: jwestman@cityoffircrest.net**

- Resumes and cover letters are encouraged and may be attached to the application form.
- Application packages may be filed in person, by FAX or by mail, or by email. All applications must be received by 5:00 p.m. on the closing date.
- It is not the City's policy to FAX or Express Mail application forms.

GENERAL INFORMATION FOR APPLICANTS

SELECTION

- The quality and completeness of the information provided on the application form may determine whether you are called for an interview. Incomplete answers or "see resume" may prevent further consideration.
- Testing may be required to measure candidates' abilities to perform essential functions or other performance dimensions.
- If you need special accommodation during the interview phase of the selection process, please provide the City with five business days advance notice. The City endeavors to reasonably accommodate everyone. All applicants interviewed will be sent written notification of the interview result.
- No formal notification will be sent to applicants not selected for an interview. Should the same or another position open for which you wish to apply, you must complete a new application to be considered for the new opening.

EMPLOYMENT

- Applicants who are offered employment will be required to provide proof of identity and authorization to work in the United States. The 1986 Federal Immigration Reform and Control Act prohibits the hiring of unauthorized aliens.
- The City does not discriminate in hiring based on race, creed, color, ethnicity, national origin, sex, age, or marital status. In compliance with the Americans with Disabilities Act, disability will be considered only in the context of an applicant's ability to perform essential elements of a job and to determine reasonable accommodation.
- The City of Fircrest has a policy of limiting smoking in the workplace.
- The City of Fircrest is a drug-free workplace.