



# Employment Opportunity

## Passport and Notary Services Specialist 28 hours per week

We have an immediate opportunity for a part-time position, specializing in passport and notary services. As a Passport and Notary Services Specialist you would perform passport, notary, and customer service tasks at various branches of the Library. Passport related tasks would include taking and processing photographs, verifying U. S. citizenship documents (birth certificates, drivers licenses, etc.), reviewing the application to verify all required information has been provided, recording the identification documentation presented on the application, collecting required passport fees, giving the applicant the oath and witnessing his/her signature. Notary services would include witnessing and authenticating signatures, administering oaths, verifying signatures and taking affidavits. Passport and Notary Services Specialists are required to interpret passport and notary policies related to the passport application process and notary services and to resolve customer issues within established policies.

### **Requirements:**

- Meet the strict guidelines set by the National Passport Office to become a passport acceptance agent.
- Manage and witness signatures on official documents as a notary public.
- Prepare and maintain accurate and complete records.
- Ability to multi-task and stay organized in a rapidly changing environment.
- Operate modern office equipment, including computer equipment, credit card machines and copy machines.
- Exceptional verbal and written communication skills.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the work.
- Ability to respond to requests and inquiries from the general public.
- Respond well to change and be flexible in performing assigned tasks.
- Must 18 years or older.
- High school diploma or GED preferred as well as some college.
- Public service experience preferred.

**Schedule:** Week 1: Monday 8:30am-3:00pm, Tuesday 1:00pm-9:00pm, Wednesday 3:00pm-9:00pm, and Saturday 8:30am-5:00pm.

Week 2: Monday 8:30am-3:00pm, Tuesday 1:00pm-9:00pm, Wednesday 3:00pm-9:00pm, and Friday 8:30am-5:00pm.

Part time employees enjoy a partial benefit package that includes paid time off and a deferred compensation plan with employer match. Pay rate starting at \$18.72.

For priority consideration submit a [SCCCL Application](#), cover letter and resume to any branch, or email application materials to [jobs@stchlibrary.org](mailto:jobs@stchlibrary.org), or send to SCCCL, Human Resources Department, P.O. Box 529, St. Peters, MO 63376 by the priority deadline of **Monday, September 25, 2023**. Application materials will be accepted until the position is filled or an acceptable number of qualified candidates have been received.

The St. Charles City-County Library is committed to diversity and inclusion. The Library provides equal employment opportunities to all applicants without regard to race, color, religion, sex, gender identity, national origin, sexual orientation, age, disability, or military status.

9/15/23-9/25/23

**Description Number:** 138  
**Position Title:** Passport and Notary Services Specialist  
**Salary Grade:** 13  
**FLSA Classification:** Nonexempt  
**Reports To:** Public Service Librarian  
**Revision Date:** 06.23.2021

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### **Position Summary**

Responsibilities may include scheduling passport appointments at four different library branches; driving to and from passport acceptance locations; taking photographs to be used for passports; providing passport acceptance services; and providing notary services.

### **Essential Functions**

1. Provide excellent customer service and create a welcoming environment and good customer experience at a variety of library locations.
2. Assist customers with passport information and documents
3. Review passport applications and process them according to Department of State Guidelines
4. Take passport photos
5. Store and mail passport applications and payments
6. Schedule passport appointments
7. Provide notary services

### **Duties**

1. Interact with customers in a courteous and professional manner. Provide a high level of customer service including polite and accurate responses to the passport application process. Refer other questions to the appropriate staff.
2. Exercise independent judgment and tact when explaining and applying the regulations, policies, and procedures of the Passport Process.
3. May be required to take and process photograph of applicant and/or verify that the photograph is a true likeness of the applicant.
4. Screen evidence of U. S. Citizenship documents.
5. Record the identification documentation presented on the application
6. Review the application to verify all required information has been provided.
7. Collect the required passport fees and forward to the Department of State.
8. Administer the Oath to the applicant and witness his/her signature.
9. Sign your name and affix your office's authorized seal or stamp on the application.
10. Ensure that all documents are handled and stored securely and that the applicant's personal identifiable information is protected.
11. Mail passport applications to the appropriate address daily using traceable mail.
12. Ensures the Passport office areas are safe, attractive and maintained in good working order.
13. Recertify yearly as a Passport Acceptance Agent.
14. Become a notary and provide notary services.

### **Skills**

1. Knowledge of general library operations and principles.
2. Strong verbal and written communication skills.
3. Attention to detail and ability to perform duties with a high level of accuracy.
4. Ability to work with people of diverse backgrounds.
5. Skill using technology such as computers, copiers, and digital cameras.
6. Skills using Microsoft Office and Google products.

7. Ability to work with frequent interruptions and changes in priorities.
  
8. Ability to interact pleasantly and positively with customers and staff, and work effectively as part of a team.
9. Ability to exercise initiative to achieve established goals and directives.
10. Principles, practices, and techniques of effectively dealing with the public and public relations.
11. English usage, grammar, spelling, vocabulary, and punctuation.
12. Alphabetic and numeric systems.
13. Basic arithmetic principles and cash handling.
14. Basic principles and practices of data collection and report preparation.
15. Knowledge of confidentiality of customer information, freedom of information, and intellectual freedom.

**Essential Physical Abilities** - Accomplished with or without reasonable accommodation.

1. Ability to lift materials and move book carts weighing up to 30 pounds.
2. Ability to stand for long periods.
3. Ability to reach high or low to retrieve and return materials to shelves and move through aisles.
4. Sufficient vision to produce and review a wide variety of library materials, written correspondence, reports and related materials in both electronic and hard copy form.
5. Sufficient mobility to load and drive a vehicle to other locations.

**Education and Experience**

1. High school diploma or GED preferred as well as some college
2. Public service experience preferred
3. Meet the strict guidelines set by the National Passport Office to become a passport acceptance agent.
  - Be a United States citizen or U. S. National
  - Be at least 18 years old
  - Be approved by the Department of State
  - Not presently on parole or probation related to any Federal, State, or local convictions.
  - Not presently under indictment for a Federal, State, or local felony, or a misdemeanor related to breach of trust or moral turpitude.
  - Free of any Federal, State, or local felony convictions.
  - Free of any Federal, State, or local misdemeanor convictions related to breach of trust or moral turpitude (i.e. embezzlement, document fraud, drug offense, or dishonesty carrying out a responsibility involving public trust).

The job description is not intended to be all-inclusive. Employees may perform other related duties as required to meet the ongoing needs of the Library.