



500 E. High Street, Pottstown, PA 19464

Job Title:	Passport Agent	Job Category:	Hourly/Non-Exempt
Department/Group:	Passport Services	Hours Per Week	Up to 29 Hour per week
Location:	PRPL Main Floor	Travel Required:	Rarely
Level/Salary Range:	\$11 to 15 per hour	Position Type:	Part-Time
HR Contact:	Executive Director	Date Posted:	
Will Train Applicant(s):	Will Train Applicant(s)	Posting Expires:	
External Posting URL:	External Posting URL		
Internal Posting URL:	Internal Posting URL		
Applications Accepted By:			
EMAIL: PottstownLibrary@mclinc.org Subject Line: Passport Agent –Application		MAIL: Mindy Lee M. Lipsky Pottstown Regional Public Library 500 E. High St. Pottstown, PA 19464	
Job Description			
<p>POSITION SUMMARY:</p> <p>The Pottstown Regional Public Library is an official Passport acceptance Facility. This position specializes in passport acceptance. Serving our community is the heart of our library. This position is part of a team which provides prompt and friendly service to customers of all ages at the Circulation Desk, assisting them with a variety of tasks relating to their use of library services. In this fast-paced environment, you will be required to help the team maintain the cleanliness of the library, assist with all library services, as well as handle the constant flow of items returned to the library. Tasks include but are not limited to providing reader advisory, reference assistance, basic computer assistance, assisting customers with registering for library cards, answering questions about library accounts, and solving problems for library customers in a friendly and efficient manner. Schedule includes morning and/or evenings and minimum of 2 Saturday shifts per month.</p> <p>ROLE AND RESPONSIBILITIES</p> <ul style="list-style-type: none"> • Successfully complete required training • Successfully complete observation period • Once certified, you will be required to complete passport appointments, answer phone calls and in person questions. <p>SUPERVISION:</p> <ul style="list-style-type: none"> • Works under the immediate supervision of the Passport Supervisor and Circulation Supervisor(s) of Pottstown Regional Public Library 			

500 E. High Street, Pottstown, PA 19464

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- Legally qualify to become a certified passport acceptance agent
- Are at least 18 years of age
- Are U.S. citizens or U.S. nationals
- Are permanent full-time or part-time employees (not temporary, contractual, ad hoc, or volunteer)
- Are not on parole or probation related to any federal, state, or local felony or misdemeanor related to breach of trust or moral turpitude (i.e. embezzlement, document fraud, drug offense, or dishonesty carrying out a responsibility involving public trust)
- Are not presently under indictment for any federal, state, or local felony or misdemeanor related to breach of trust or moral turpitude
- Are free of any federal, state, or local felony convictions or misdemeanor convictions related to breach of trust or moral turpitude
- Excellent Attention to detail
- Excellent Customer Service Skills
- Communication Skills

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Customer Service – Provides prompt, attentive, and friendly customer service in person, by phone or electronically. Accepts personal accountability and ownership in providing excellent customer service, meets commitments and is willing to go out of their way to assist patrons.
- Gently explain and enforce library policies and procedures to patrons in a manner that ensures positive customer relations.
- Able to use a Square™ Cash Register System correctly and efficiently
- Answers telephone for the main circulation desk
- Checks in and inspect library books and materials, following damaged material protocols
- Promotes library programs with patrons
- Answers directional and procedural questions
- Performs **daily** cleaning and maintenance duties, including, tidying, disinfection, and trash removal for the main circulation dept.
- Participates in promoting Library Fundraising events to patrons
- Performs other recurring tasks as assigned by Assistant Directors or Executive Director

PREFERRED SKILLS

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

- Ability to handle, lift, move, shift library materials weighing up to 75 lbs.
- Ability to maneuver and to wheel books carts weighing up to 125 lbs.
- Must be able to stand for up to 4 hours during a shift



500 E. High Street, Pottstown, PA 19464

- Must be able to repetitively perform fine motor manipulations like typing, writing, cutting, etc.

ADDITIONAL NOTES

- If you are not already a Notary Public, the Pottstown Regional Public Library may be willing pay for your training and commission if notary services are needed. You will be expected to complete the commission in a timely manner.
- Your main duties will be passport services, but you will be asked to help during busy times at the circulation desk if you are not working on a passport.

CLEARANCES REQUIRED: All library positions require the following,

- Report of criminal history from the PA State Police
- Child Abuse History Clearance from the PA Department of Human Services
- Fingerprint based federal criminal history submitted through the FBI.

You are required to have a copy of clearances for your personnel file. You will not be reimbursed for the out-of-pocket cost of these clearances.

Last Updated By:	M Lipsky	Date/Time:	7-31-2023
------------------	----------	------------	-----------

Disclaimer: The information in this job summary is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. You may be required to perform other duties and responsibilities as assigned.