

CITY OF CHATTANOOGA
Classification Specification Title: Passport Coordinator

Department: Public Library

Pay Grade: GS.06

Supervision Received From: Library Operations Manager

FLSA Status: Non-Exempt

Supervisory Responsibility For: None

Established: 7/1/22

Reviewed Dates: 4/3/25;

10/20/23; 1/6/23

CLASSIFICATION SUMMARY:

The incumbent in this position coordinates passport acceptance functions for the Library. The position is responsible for accepting and reviewing passport applications from customers and the daily activities of mailing, cashiering, quality control, tracking and reporting. Conducts all related training for the department and reviews quality of work being completed by other passport agents. This position ensures the highest level of confidentiality and service is provided to all customers. Ensures all passport services are provided according to the U.S. Department of State regulations.

SERIES LEVEL: This Passport Coordinator is a stand-alone position.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Accepts passport applications and reviews all applications to ensure that required information has been provided.

Familiarity with all passport fees and current fee charts.

Oversee & provides passport photo service (camera operation and staff training).

Oversee passport agents in mandatory training, daily passport duties & services and ensure they are eligible to accept applications and continue to meet qualifications.

Share bulletins, correspondence and newsletters with agents from passport services.

Knowledge of and order/maintain inventory of all passport forms and supplies - ensuring all are current/not outdated.

Prepare passport cash receipts for the deposit, contact applicants regarding checks returned for insufficient funds.

Prepare all passport applications received for transmittal to Passport Services, complete all requirements and mail out completed applications within 24 hours.

Contact applicants for missing information and additional documents required.

Ensure all personal identification documents are protected and processed within mandated timeframes to include mailing, cashiering, quality control, tracking, and reporting.

Work with passport agents to resolve unusual circumstances and review application errors and exceptions. Advises and instructs passport agents on new laws/policies affecting the adjudication of passport applications and ensures compliance.

Provides guidance to the supervisor regarding management issues.

Coordinates and participates in all off-site informational events about library passport services.

Coordinates with Library Supervisors and Department of State Agents to schedule annual trainings.

Comply with requirements for site facility annual certifications as well as bi-annual federal inspections.

Assists by telephone, email and in person all information and circulation services to patrons as needed & maintains log of every interaction.

Record retention knowledge as well as procedural knowledge of passport services and forms and disposing of SBU (Sensitive but Unclassified) Materials.

Communications with the Department of State regarding passport facility hours changes; reviews quality of work being completed by other passport agents; and ensures the state is notified of the removal of any passport agents as needed.

Instrumentally serves and supports diverse customers using bilingual language skills to ensure comprehension of Library policies and services.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers, and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as required.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS: High School Diploma or GED with one (1) to three (3) years of experience as a passport acceptance agent; or any combination of equivalent experience and education. Proficient in the Spanish language required. Must have experience working with a diverse community. Must be a United States citizen or U.S. national to apply and cannot hold any position which may result in a conflict of interest.

LICENSING/CERTIFICATION: Must possess current certification as a U.S. passport acceptance agent or be able to obtain certification within two weeks of hire.

SUPPLEMENTAL INFORMATION:

Customer service principles, basic application software for PC's; knowledge of United States government rules and regulations as applied to certified passport acceptance agents.

Skill in prioritizing work; using a computer and related software; significant accuracy and strong attention to detail; skill in retrieving, prioritizing, organizing and managing multiple simultaneous projects; organizing, and disseminating information; managing and maintaining databases; providing customer service; reading, applying, and explaining rules, regulations, policies and procedures; preparing clear and concise reports; gathering and analyzing information; skill in interpersonal communication with coworkers, supervisors and patrons sufficient to exchange or convey information and to receive work direction.

PHYSICAL DEMANDS: Positions in this class typically require: climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

WORK ENVIRONMENT: Sedentary Work: Exerting up to 10 pounds of force regularly and up to 25 pounds of force occasionally to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: Y

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.