



JOB OPENING: Part-time Passport Acceptance Agent

Plainsboro Public Library seeks an energetic and self-motivated Passport Acceptance Agent to become part of our new Passport Acceptance Services department. The ideal candidate will provide friendly, high quality customer service to patrons of all ages at the Passport Desk. A Passport Agent is responsible for accepting passport applications on behalf of the Department of State. The Agent verifies that the documents presented fulfill federal requirements, ensures the application is completed correctly, and answers customer questions. The Agent will also be required to take passport photos and fulfill general clerical tasks as assigned.

Responsibilities may include but are not limited to:

- Memorization of extensive Department of State rules and regulations;
- Complete web-based training;
- Remain detail-oriented under pressure;
- Provide excellent customer service;
- Communicate effectively with customers;
- Complete clerical tasks online and using Microsoft Excel, Outlook, and Word;
- Operate equipment such as the fax, scanner, copier and passport photo camera;
- maintain effective working relationships with associates and customers.

Education and experience: Education and Experience

Computer skills required. Previous customer service experience preferred.

Passport application acceptance agents per Department of State requirements must:

- Be a United States citizen age 18 or older;
- Be free of any federal or state felony convictions;
- Be free of any misdemeanor conviction for crimes relating to breach of trust or moral turpitude, i.e., embezzlement, identity theft, misappropriation, document fraud, drug offense, or dishonesty in carrying out a responsibility involving public trust; and
- Not be on parole or probation relating to any federal or state convictions.

Schedule: 10-18 hours/week, includes some evening and weekend hours. Possibility of seasonal increases to hours.

Salary: \$18.00 per hour

Application: For consideration, please send a cover letter and resume to: jobs@plainsborolibrary.org Include "Part-time Passport Acceptance Agent" in the email subject line. Please no phone calls. Only candidates selected for interviews will be notified. Employment offers are conditional upon a successful background and reference check and include a six month probationary period; clearance by National Passport Center also

required. Plainsboro Public Library is an Equal Opportunity Employer. Applicant must comply with the "NJ First Act."

Start Date: Immediate

Applications will be accepted until positions are filled.