



### **JOB OPENING: Part-time Patron Access Services Assistant**

**Plainsboro Public Library** seeks a conscientious, detail oriented Patron Access Services Assistant to work in our Passport and Circulation departments. The ideal candidate will provide friendly, high quality customer service to patrons of all ages at the Passport and Circulation Desks. A Patron Access Services Assistant is responsible for accepting passport applications on behalf of the Department of State. The Assistant verifies that the documents presented fulfill federal requirements, ensures the application is completed correctly, and answers customer questions. The Assistant will also be required to take passport photos and fulfill general clerical tasks as assigned. When not working on a passport appointment, a Patron Access Services Assistant may work the Circulation Desk or be involved in

#### **Responsibilities may include but are not limited to:**

##### **Public service duties:**

- Greet & assist patrons upon entering passport office;
- Flourish in a fast-paced, customer-oriented environment;
- Complete web-based training;
- Verifying forms, documents, identification and other required passport acceptance information;
- Taking passport photos;
- Accepting payment associated with State Department and processing fees;
- Answer questions associated with the passport application process (in person and via the telephone) as needed and in pre-appointment screening calls;
- 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 office equipment such as the fax, scanner, and copier;
- Maintain effective working relationships with associates and customers.
- Answering and routing telephone calls that come into the department;
- Handling queries from customers; providing directional assistance;
- Receiving and responding to customer compliments, complaints and suggestions;
- Cross-trained in Circulation Department to circulate materials, work with patron library card accounts, and other duties;
- Other duties as assigned.

##### **Professional development duties:**

- Attending conferences, meetings, workshops, seminars and courses related to duties;
- Remain up to date on Federal passport requirements;
- Reading informational literature related to duties; and
- Participate in formal performance evaluation with Patron Access Manager.

### **Knowledge, skills and abilities:**

Knowledge of:

- library procedures, policies, methods and techniques;
- library software, apps and common computer software such as MS Office;
- extensive Department of State rules and regulations specific to passport acceptance Memorize extensive Department of State rules and regulations.

### **Federal Requirements**

In addition, Passport application acceptance Assistants 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.

**Education and experience:** The Patron Access Services Assistant must have a high school diploma. Computer skills required. Experience in passport acceptance work, library circulation work, or customer service positions is preferred but not required. The Patron Access Services Assistant must be able to pass the passport acceptance certification test no later than two weeks after initial start of work.

**Education and experience:**

**Schedule:** 21 hours per week, including weekday, evening and weekend shifts; some seasonal increase to hours possible.

**Salary:** \$18/hour

**Application:** For consideration, please send a cover letter and resume to: [jobs@plainsborolibrary.org](mailto:jobs@plainsborolibrary.org) Include "Part Time Patron Access Services Assistant" 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. Plainsboro Public Library is an Equal Opportunity Employer. Applicant must comply with the "NJ First Act."