

**ADAMSTOWN AREA LIBRARY  
JOB POSTING**

**POSITION: Part-Time Passport Acceptance Agent**  
**Average of 10.0 hours per week on Saturdays and Mondays with opportunities for additional hours during peak periods**

**RATE: \$10.50-12.00/hour depending on experience**

**PURPOSE**

The Passport Acceptance Agent performs a range of paraprofessional tasks related to the acceptance of the passport application. Ensures all materials needed to process the application meet the strict guidelines provided by the National Passport Office. This position performs routine passport and customer service tasks including taking and processing photographs, verifying U. S. citizenship documents (birth certificates, driver's 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. Passport Acceptance Agents are required to interpret Passport policies related to the passport application process and to resolve customer issues within established policies.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

**Essential duties include, but are not limited to, the following:**

- 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.
- Exercise independent judgment and tact when explaining and applying the regulations, policies, and procedures of the Passport Process.
- May be required to take and process photographs of applicants.
- Verify that the photograph is a true likeness of the applicant.
- Screen evidence of U. S. Citizenship documents.
- Record the identification documentation presented on the application
- Review the application to verify all required information has been provided.
- Collect the required passport fees and forward to the Department of State.
- Administer the Oath to the applicant and witness his/her signature.
- Sign your name and affix your office's authorized seal or stamp on the application.
- Ensure that all documents are handled and stored securely and that the applicant's personal identifiable information is protected.
- Mail passport applications to the appropriate address daily using traceable mail.
- Ensures the Passport office areas are safe, attractive and maintained in good working order.
- Re-certify yearly as a Passport Acceptance Agent.
- Perform other duties as assigned.

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**QUALIFICATIONS:**

High school diploma or equivalency required.  
Experience in computer operation required.  
Skilled in reading comprehension and organization.  
Ability to exercise initiative and good judgment.  
Must have excellent customer service skills.  
Ability to perform basic arithmetic computations.

Ability to successfully pass and maintain the following background checks: (1) Pennsylvania State Police Criminal Background Check, (2) Pennsylvania Child Abuse History Certification and meet the guidelines set by the National Passport Office.

**PHYSICAL REQUIREMENTS:**

Ability to lift and carry up to 20 pounds.

Ability to continuously move through work areas.

Ability to bend, stoop, squat, reach, and stretch for taking photographs of applicants, including infants.

Ability to perform repetitive actions.

**HOW TO APPLY:** Email resume and cover letter to [lrussell@adamstownarealibrary.org](mailto:lrussell@adamstownarealibrary.org)

*Adamstown Area Library is an Equal Opportunity Employer.*