



## **JOB DESCRIPTION**

Title: **PASSPORT/ CUSTOMER SERVICE REPRESENTATIVE**  
Department: Finance & Administration  
Class Code: 6310  
FLSA Status: Non-Exempt  
Effective Date: July 1, 2010 (Rev. 11/2018)

### **GENERAL PURPOSE**

Under general supervision and direction of the City Recorder. The Passport/Customer Service Clerk is responsible to perform various clerical functions with high attention to detail and accuracy and is the initial customer service contact for the Recorder's Office.

### **ESSENTIAL DUTIES**

- Greets and interacts with people in a friendly, helpful and professional manner.
- Acts as the primary passport acceptance agent and coordinates passport acceptance services, including responding to questions about passport processing. Ensures the application and documents provided comply with passport requirements, photograph meets passport standards, and the customer is provided passport fee information.
- Keeps informed of changes to the passport acceptance process and shares updates with other passport agents.
- Produces receipts for paid fees; must reconcile receipts each day and prepare the receipts/monies for the Treasurer's Office.
- Maintains a current notary certificate and performs official notarial acts including acknowledgements, copy certifications, jurats, and oaths or affirmations.
- Answers department phones; takes and relays messages; greets and screens callers; directs callers to appropriate staff members; responds to technical questions from the public and gives them necessary information.
- Provides information to the public; assists public in completing GRAMA requests, special event forms or other department specific applications; performs routine customer service.
- Receives and processes special event request applications. Reviews applications for completeness and accuracy. Routes applications for approval and issues special event permits.
- Coordinates shredding for all city departments.
- Assists with the filing of resolutions, ordinances and agreements.
- Performs general clerical tasks in support of the Recorder's Office.
- Assists Recorder's Office staff with the maintenance of the department's web site page.

- Assists with municipal elections every two years, including early voting.
- Performs related duties as required.

## **MINIMUM QUALIFICATIONS**

### Education and Experience

- Graduation from high school and one (1) year of office administrative experience or any equivalent combination of education and experience.

### Special Requirements

- Working knowledge of records management practices including Government Records Access Management Act (GRAMA).
- Must be a certified passport agent within one (1) month of hire.
- Must be able to become a Notary Public within six (6) months of hire date.

### Necessary Knowledge, Skills and Abilities

- Working knowledge of modern office practices and procedures, proper grammar, spelling and punctuation.
- Working knowledge of election process.
- Ability to follow verbal and written procedures and instructions; deal tactfully and effectively with public contacts in relatively adverse situations and city department representatives; maintain a congenial working relationship with public, staff and other agencies; exercise judgement in appraising situations and making decisions; communicate effectively both orally and in writing.

## **TOOLS & EQUIPMENT USED**

- Personal computer, including word processing, spreadsheets and database software; mainframe computer terminal; 10-key calculator; phone; copy machine; fax machine, contract tracking software, web site updates, document imaging scanner, voting equipment.

## **PHYSICAL DEMANDS**

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

- While performing the duties of this job, the employee is frequently required to sit, walk and talk or hear, use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to walk.
- The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed primarily in an office setting. The noise level in the work environment is usually moderately quiet.

DEPT/DIVISION APPROVED BY: \_\_\_\_\_ DATE: \_\_\_\_\_

EMPLOYEE'S SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

H. R. DEPT. APPROVED BY: \_\_\_\_\_ DATE: \_\_\_\_\_