



## JOB DESCRIPTION

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**TITLE:** Passport Technician  
**DEPARTMENT:** City Recorder  
**GRADE:** 12  
**FLSA:** Non-exempt  
**EEO DESIGNATION:** Administrative Support  
**REVISION DATE:** 11/30/2018

### **POSITION SUMMARY**

Under the general supervision and direction of the City Recorder acts as a passport agent and coordinates passport acceptance services for Draper City. Good attendance and punctuality practices are imperative.

### **ESSENTIAL FUNCTIONS:**

- Interacts with the public and co-workers in a professional manner.
- Acts as a Passport Acceptance Agent and coordinates passport acceptance services including responding to questions about passport processing, delivering passport applications to the post office, and tracking passport applications processed at Draper City Hall.
- Receives and processes check and credit card payments for passport services.
- Keeps informed of changes to the passport acceptance process and shares updates with other passport agents.
- Responsible for handling important documents and dealing with confidential matters.
- Consistently exercises initiative in using time productively and without close supervision.
- Communicates effectively, both verbally and in writing. Projects a professional image when serving the public, responding with a high degree of accuracy and with a high level of courtesy and a strong public service orientation.
- Responsible for ordering supplies.
- Performs other duties as assigned.

### **MINIMUM QUALIFICATIONS:**

This position requires a high school diploma or equivalent; one year general office experience preferred. Requires a valid Utah Driver's License.

Must be a U.S. Citizen in order to perform passport acceptance agent duties. Must pass U.S. State Department regulations and be certified as a passport agent within two weeks of hire.

### **KNOWLEDGE, SKILLS AND ABILITIES:**

1. Knowledge of and experience in the use of office equipment and ability to type accurately.



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2. Ability to communicate effectively with the public under potentially adverse circumstances and to work well with supervisors, co-workers, and employees in other departments.
3. Ability to follow City policy, establish priorities, concentrate on tasks accurately, complete and record financial transactions, and accomplish duties in a timely manner.
4. Working knowledge of modern office practices and procedures, including but not limited to, maintaining of filing systems.
5. Working knowledge of grammar, spelling and punctuation.
6. Consistently exercise initiative in using time productively and without close supervision.
7. Perform duties resourcefully under frequently stressful conditions.
8. Communicate effectively, both verbally and in writing. Project a professional image when serving the public, responding with a high degree of accuracy and with a high level of courtesy and a strong public service orientation.
9. Establish and maintain effective working relationships with both internal and external customers.
10. Good attendance and punctuality practices are imperative.

### **WORKING CONDITIONS AND PHYSICAL DEMANDS:**

Comfortable working conditions, talking, listening, handling light weight, intermittent sitting, standing and walking. Regularly sits at a desk or table; walks, stands or stoops; works for sustained periods of time maintaining concentrated attention to detail. The person in this position must have the visual ability to read and work with computers and other electronic tools in accomplishing tasks and to communicate verbally. May occasionally lift or otherwise move objects weighing up to 25 pounds. This position has exposure to stressful situations as a result of human behavior. Work is often performed under deadlines and time constraints.

*The City of Draper is an equal opportunity employer without regard to race, color, religion, national origin, disability, genetic information, sex or age.*

*The intent of this job description is to provide a representative summary of the major responsibilities and duties performed on the job. It is not intended to be an exhaustive list of all job-related duties and responsibilities that an employee may perform. An employee in this position will be required to perform any other job-related duties required by their supervisor. This job description is not intended to and does not infer or create any employment, compensation, or contract rights to any person or persons. This updated job description supersedes prior descriptions for the same position. Management reserves the right to add or change duties at any time.*