

REQUIRED INFORMATION TO PRESENT AT NEXT CIVIL SERVICE MEETING

I, Patricia A. Barrera with Tax Office
(Please print) (Department)

I am officially requesting to meet with the Civil Service Commission at their next meeting.

HUMAN RESOURCES FILLS IN THIS SECTION:

The date for this meeting has not been set by the Commissioners.
Human Resources staff will keep you notified with the specifics of the meeting.

The next meeting is scheduled:
Location information will follow.

RELATIVE INFORMATION ABOUT THE DOCUMENT/S BEING PRESENTED TO COMMISSIONERS:

(PLEASE CHECK ALL THAT APPLY):

I. Job Description modification/certification
Slot # _____
Title change; from _____ to _____

NOTE: Prior to presenting to Civil Service, title changes MUST have Commissioner's Court approval.
 I certify that this step of the process has been completed.
Commissioner's Court Approval Date: _____

II. Job Description modification/certification ONLY
Slot # 123
(i.e., same title applies, modifications to the Job Description)

NOTE: Prior to presenting, ANY "significant modifications" MUST have Commissioner's Court approval.
 I certify that this step of the process has been completed.
Commissioner's Court Approval Date: _____

III. To declare a position sensitive, thus exempt from Civil Service

NOTE: Must meet criteria set forth in *Section 3.3 of Civil Service Rules & Regulations*.
In addition, MUST have Commissioners Court Approval prior to presenting,
if modifications are made to the Job Description.

I certify that this step of the process has been completed.
Commissioner's Court Approval Date: _____

IV. To present/certify *Standard Operating Procedures ("SOPS")*, or *Departmental Policies*.

V. Other. Please describe below:

memoranda
Elected Official/Department Head Signature

3-26-24
(date)

HR USE ONLY:
 Form rec'd
 JD rec'd
 Included Agenda



CERTIFIED
NOVEMBER 2 2016
By Webb County
Civil Service Commission

Passport Supervisor
Tax Assessor-Collector

TAC/28
Pay Grade: 17

JOB SUMMARY

This position is responsible for overseeing the processing of passport applications for the U. S. Department of State.

MAJOR DUTIES

- Directs and manages the passport processing to ensure compliance with the U. S. Department of State.
- Ensures passport applications are processed correctly and promptly, and that passport applicants receive courteous treatment.
- Advises and instructs staff on new laws and policy changes affecting the process of passport applications, and ensures compliance.
- Communicates with the U.S. Department of State with any inquires or issues that may arise.
- Submit all training certificates to the Regional Passport Agency.
- Supervises department employees involved in passport processing.
- Resolves customers' issues and/or discrepancies.
- Ensures that the Annual Certification of the Facility is up to date.
- Ensures that the Annual Certification of all 25 Acceptance Agents are up to date.
- Ensures that Facility and Agent Information is updated in a timely manner with the U.S. Department of State.
- Meets with the U.S. Department of State for the annual audit.

- Maintains monthly and annual reports of the quantity of Passport Applications and pictures that have been processed.
- Maintains monthly and annual reports of the revenue from Passport Applications and pictures that have been processed.
- Ensures that copies of all Passport Transmittals are locked and secured for a minimum of 24 months.
- Provides training to new Passport Agents.
- Provides support to Passport Agents.

KNOWLEDGE REQUIRED BY THE POSITION

- Must be U.S. Citizen.
- Knowledge of Passport Procedures.
- Must be bilingual in English and Spanish.
- Must at all times maintain confidentiality.
- Must be accurate and attentive to detail.
- Maintain Records, files & other important documents.
- Develops & maintains cooperative working relationships with U.S. Department of State Agents, County departments and coworkers.
- Ability to assign, review, and supervise the work of others.
- Capacity to "see the job through."
- Must have experience in the use of office equipment.

SUPERVISORY CONTROLS

The Assistant Operations Administrator spot-checks completed work for compliance.

GUIDELINES

Guidelines include U.S. Department of State policies rules and regulations of the State Department. Webb County policies and procedures, and civil services rules and regulations.

COMPLEXITY/SCOPE OF WORK

- The work consists of varied administrative duties. Must adhere to the strict guidelines issued by the U.S. Department.
- Supervises and oversees (25) Passport Agents.

CONTACTS

- Contacts are typically to United State Department Regional Office.
- Contacts are typically to provide services, to give or exchange information and to resolve problems.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is performed while standing or walking.
- The work is performed in an office.
- The employee occasionally lifts light objects.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

This position has direct supervision over Passport Agents (25).

MINIMUM QUALIFICATIONS

- Must have a High School Diploma or GED from an accredited institution.
- ~~Must have~~ a minimum 2-year experience in processing passports; preferred.
- Must be able to type 30 wpm.

OTHER REQUIREMENT/INFORMATION

- Must be a United State Citizen.
- Must possess a valid and current Texas driver's license.
- Drug and Alcohol Policy applies to this job. Pre-employment drug/alcohol testing, Motor Vehicle Record (MVR) and criminal background checks are required.
- This position *is covered* under Civil Service; however, all other Webb County policies apply.

ACKNOWLEDGEMENT

The undersigned have read, discussed and understand the full meaning of this job description and agree to abide by all terms and conditions herein expressed or implied.

Employee's Signature

Print Name

Date

Supervisor's Signature

Print Name

Date