

# **Records Support Associate - Level 2**

(Washington, DC)

**General Position Overview: (include but not limited to and subject to change):**

## **Minimum Education and Experience Required:**

- HS diploma or GED, and;
- Three (3) years of office experience in a high volume production environment, including;
- Two (2) years of experience utilizing a variety of office software, specifically: MS Word and MS Outlook.

## **Qualifications:**

- Ability to type forty (40) words per minute.
- Good hand-eye coordination.
- Excellent data entry skills.
- Excellent filing and file retrieval skills.
- Possess good organizational skills.
- Ability to learn and recall information about Passport application procedures and the laws and regulations pertaining to Passport requirements.
- Ability to demonstrate excellent customer service skills, effectively communicate orally and through written correspondence to a wide audience.
- Ability to effectively and politely comprehend and communicate the requirements of a vital record in a professional and courteous manner.
- Ability to communicate with the public both over the telephone and via written means.
- Ability to maintain composure and objectivity in stressful situations and in dealing with multiple inquiries.
- Ability to operate general automation software and possess a proficient ability to compare the quality of scanned data and images against established data storage standards prior to committing a scanned image to a permanent electronic image.
- Ability to remain flexible and adapt under pressure in stressful situations and follow instructions and established procedures.
- Capable of performing repetitive tasks while maintaining a high level of accuracy, such as: lifting at least 50 pounds, standing, reaching, twisting, sealing envelopes, opening mail, stacking, moving/stacking boxes, un-stapling, paper-clipping, sorting, filing, and reading.
- Ability to multi-task while paying attention to detail and accuracy.
- Ability to work in one place and traverse the office on a continuing basis.
- Excellent customer service skills with the ability to effectively communicate professionally and courteously to internal and external customers.
- (Preferred) A basic knowledge of the most current passport data systems, ability to determine quality and correctness of data and images.

## **Duties / Tasks:**

The Records Support Associate Level II provides support to the Government staff by performing various clerical and repetitive manual functions with high attention to detail and accuracy. Anticipated tasks include, but are not limited to, the following:

- Shall acknowledge and adhere to all standards for conduct, internal controls, the privacy Act, and the protection and safeguarding of all Personally Identifiable Information (PII).
- Perform record retirement projects. Pull records, verify alphabetical order and ensure that they are retrievable, makes file folders, boxes up the records, type up manifests, records the accession number and other identifiers, and retires to the WNRC.

- Ability to operate general automation software and possess a proficient ability to compare the quality of scanned data and images against established data storage standards prior to committing a scanned image to a permanent electronic image.
- Utilize work procedures and search techniques using current and historical (manual and electronic) filing systems used by passport services
- Prepare files for retention, disposition, and retrieval purposes.
- Assist with maintaining the Division's Mail Desk and perform the daily distribution of all incoming mail to the Division, including mail from the Passport Agencies and all overseas posts.
- Perform basic data entry.
- Perform searching and filing functions, file and/or retrieve application packages from file cabinets.
- Operate high speed scanning equipment for PRISM database.
- Receive and load pallets and individual packages into FedEx, UPS, USPS, other transportation carrier vehicles. Offload/move heavy materials from the office utilizing either an electric or manual pallet jack.
- Generate mailing labels, ensure that mail labels match the applicant identification, fill and seal envelopes with correct passport and corresponding supporting documents.
- Box and archive files for mailing and/or storage purposes.
- Receive, sort, dispense, and disassemble third-party mail
- Follow a pre-set pattern for document sequencing.
- When required, relieve receptionists at lunch/break to answer administrative telephones.
- Digitally scan and perform quality control functions for: Passport Applications, Lookout Records and other Consular Vital records as identified by Records Services.
- Work with the Department's Resource Management Office on the repatriation loan debt program and enter various passport holds into the Department's lookout system.
- Communicate with the Department of Health and Human Services (DHHS) regarding passport holds for child support owed.
- Identify the proper type of record filing system to file or process incoming records. These files include issued and non-issued passport applications, Consular Reports of Birth, Consular Reports of Death, the various types of Lookout files, correspondence files, and a variety of miscellaneous documents that are turned in to the Division annually. This determination has a significant impact on the Divisions' ability to locate and retrieve passport records.
- Performs quality control functions, facilitates the integration of data into PPT databases, and ensures record integrity.
- Review and correct discrepancies in multiple document PRISM records, review and correct errors in database processing system records.
- Monitor the production and transfer of data files and records pertaining to passport and consular activity submitted by domestic passport Agencies and Centers, as well as and consular facilities abroad HQ in order to ensure proper adherence to established procedures and protocols.
- Reconcile any processing errors or deficiencies identified in the data submissions or in upload to the databases.
- Assist in the issuance of certified copies of Consular Reports of Death (OF-180), Certificates of Witness to Marriage, and Panama Canal Zone Birth and Death Certificates.
- Prepare files for retention, disposition, and retrieval purposes.
- Operate Passport Services electronic database systems to process, search, track, retrieve, reconcile, update and modify Passport Directorate records.
- Receive and respond to a wide variety of requests for information or assistance from Passport Agencies, Washington Headquarters offices, other offices in the Bureau of Consular Affairs, overseas posts, other Department of State offices, and outside agencies such as the Office of Personnel Management, Department of Homeland Security, Department of Defense, etc., regarding passport records, and related matters as directed by Management.
- Perform routine and complex searches using Passport Information Electronic Records System (PIERS), Passport Records Imaging Systems Management (PRISM), Passport Lookout Tracking Systems (PLOTS), Master Index and other manual filing systems. For records not available within the Passport Services data systems, coordinates the daily requests and responses to/from the WNRC.
- Assist with various special projects as requested by the Government.