



JOB DESCRIPTION

Northfield Township

Title: Passport Acceptance Agent/Deputy Assessor

Status: Full time, non-exempt

Salary: \$20.00/hr

Hours: Monday, Tuesday, Wednesday and Friday: 8:30 am - 4:30 pm; Thursday: 11:00 am - 7:00 pm; occasionally attend meetings or events in the evening or on weekends.

Reports To: Township Administrator, takes direction from the Township Assessor

Location: Northfield Township Government Office, 2550 Waukegan Road, Glenview, IL 60025

Summary:

The Passport Acceptance Agent/Deputy Assessor supports two vital service areas of Northfield Township Government. The Passport Acceptance Agent assists residents through the passport application process by ensuring that all paperwork is complete and in compliance with U.S. Department of State regulations. Additionally, this position supports the Township Assessor's Office in its role as a property taxpayer advocate and a resource for all inquiries related to real property to residents visiting the Northfield Township Government office. Both duties require excellent customer service skills and strong attention to detail.

Essential Duties & Responsibilities

Passport Acceptance Agent Duties:

- Schedule passports appointments and maintain the passport appointment calendar
- Successfully complete and maintain required certification with the U.S Department of State
- Process passport applications in accordance with the guidelines set by the U.S. Department of State, including reviewing applications for completeness and supporting documentation, collecting appropriate fees and preparing applications for mailing or hand carry
- Take passport pictures
- Track submitted passport applications
- Order supplies and maintain all passport equipment, including passport camera and printer
- Keep accurate and detailed records including annual passport acceptance facility certification

Assessor Office Duties

- Take an oath of office to uphold the Constitutions of the United States and the State of Illinois and faithfully discharge the duties of the office of Deputy Assessor of Northfield Township
- Assist residents on the telephone, online and in-person with property tax appeals, exemptions and other areas relating to real property tax valuation
- Data input of building/occupancy permits from Township villages and unincorporated areas
- Help manage Assessor communications
- Assist in updating and maintaining Assessor email list and website

- Attend classes in the field assessments and work towards a recognized assessor designation
- Attend meetings and seminars as required
- Perform other duties as assigned
- Provide Illinois Notary services
- Cross train in all areas and provide training to others as needed

This document represents the major duties, responsibilities, and authorities of this job, and is not intended to be a complete list of all tasks and functions. Other duties may be assigned.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Provide outstanding customer service, in-person, over the phone and via email
- Strong attention to detail
- Adept at managing a dynamic work environment
- Well-developed organizational skills
- Communicate knowledgeably, both orally and in writing
- Operate in a small team setting with a positive and energetic attitude
- Strong computer skills
- Possess general office skills, effectively utilize time with minimal oversight
- Bilingual in any of the following languages (Spanish, Russian, Korean, Mongolian, Ukrainian) a plus

Education and/or Experience

- Associates degree or higher
- One to three years of work experience in the customer service or general office administration

Computer Skills

- Proficiency in Microsoft Office, Google Workspace and data entry

Special Requirements

- Complete required US Department of State Passport training maintain certification
- Must meet the federal eligibility guidelines for a Passport Acceptance Agent
- Attend off-site training

Physical Requirements

- Must be able to remain in a stationary position for a large percentage of the day
- Occasionally move about inside the office to access file cabinets and office equipment
- Operate a computer and other office equipment, such as copy machine, postage machine and computer printer
- Operate a digital camera and other pieces of necessary equipment
- Some lifting, pulling, pushing and carrying up to 20 pounds may be required

Northfield Township is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.