

Overview of the Role - Temporary Clerical Officer, Passport Office

A Temporary Clerical Officer in the Passport Service will be involved in the processing of passport applications from receipt to approval. This will involve:

1. Verifying submitted applications.
2. Working within a team environment to meet specific delivery dates.
3. Being able to identify and report potential issues to the team leader.
4. Dealing with members of the public regarding their applications. This may happen through written and/or oral communication. This could include following up on incomplete applications with the customer, resolving customer service queries, providing information on passport legislation and policies.
5. Working on a PC on daily basis. Daily use of hardware, including scanning devices and the Passport Service's application system.

Should you pass the screening process, we will call you to interview where we will discuss the competencies required for the role. They fall under the areas listed below:

COMPUTER SKILLS	<ul style="list-style-type: none"> - Training in the Passport computer application will be provided however proven ability to use computer systems and proficient keyboard skills are essential
COMMUNICATION SKILLS INCLUDING DEALING WITH THE PUBLIC	<ul style="list-style-type: none"> - Strong written and oral communication skills - Confidence dealing with customer queries regarding applications over the phone or by correspondence.
ABILITY TO PRIORITISE WORK AND OPERATE AS PART OF A TEAM	<ul style="list-style-type: none"> - Ability to work to tight deadlines - Prioritising work on a daily basis depending on volumes of applications - Actively participating as part of the team
ANALYTICAL SKILLS	<ul style="list-style-type: none"> - Be able to follow strict guidelines for the issuing of passports in compliance with the Passports Act, 2008. - Ability to review applications and make decisions to determine entitlement to an Irish passport - Ability to examine a large and varied range of documents
LANGUAGE SKILLS	<ul style="list-style-type: none"> - It would be an advantage to have a working knowledge of Irish language and be confident in conversing with the public about applications and services when requested