

# **Records Support Associate - Level I**

(Washington, DC)

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

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

- HS diploma or GED, and;
- One (1) years of office experience in a high volume production environment, including;
- One (1) year of experience utilizing a variety of office software, specifically: MS Word and MS Outlook.
- Ability to type forty (40) words per minute.
- Good hand-eye coordination.
- Good data entry skills.
- 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.

## **Duties / Tasks:**

The Records Support Associate Level I provide 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.