

District Clerk FY'24 Amendment Request  
Sr. Admin. For Passports

Details of Current Situation

On January 22, 2024, Collin County Commissioner's Court passed a Resolution in Support of a Collin County Passport Office. We have received approval from the State Department to become a Passport Acceptance Facility. To ensure the accepting of passports are done efficiently and correctly we would like to request (1) Sr. Admin. who will be designated to the Passport Office and oversee the daily functions of the Passport office, as well oversee the District Clerk's Jury Department and Specialty Courts Departments, Expunctions, Civil Appeals, Tax cases, Attorney General Cases and Quality Control. They will be required by the State Department to become certified, and receive an agent ID number.

Job Duties of New Position

The Sr. Admin. would need to be proficient in using the PARG – Passport Agent Reference Guide. They would oversee the Quality Control process of this department and work along with the Lead Clerk to ensure the requirements of law, regulations, and procedures of the State Department are being met. They will review all transmittals prior to leaving the District Clerk's office. They will work closely with the Dallas Acceptance Facility, regarding any questions with application processes, citizenship or naturalization paperwork questions. They will work with the Lead Clerk in handling any suspensions of agent ID numbers with the State Department. They will review all reports ran out of the Passport office. They will oversee the day to day auditing of monies collected, true accounting of agent tills, and account for any money order check stock, should this office sell money orders, (Gov't. Code, 51.3031(a)(b)). The Sr. Admin. will ensure that the Reconstitution of the Jury Wheel is retrieved from the Secretary of State and upload to the District Clerk's jury software within the required timeline stated in Gov't. Code 62.001. They will ensure that the District Clerk's office is in compliant with the laws regarding Expunctions, CCP chapter 55, Civil Appeals Civ. Prac. & Rem. Code Sec. 51.012, and TRCP 26.1; 35.01(a), Tax cases Tax Code Sec. 34.03, Attorney General cases Family Code Sec. 110; Sec. 158.001; Sec. 158.104. They will also oversee the District Clerk's Quality Control Department. That department verifies and confirms that all new cases created as well as all documents processed within existing cases with the District Clerk's office meets the standard and requirements of State laws and JCIT (Judicial Committee of Information Technology). They will conduct audits of the lead clerks within the departments they oversee, as well as run productivity reports for PFP purposes.

District Clerk FY'24 Amendment Request  
Lead Clerk for Passports

Details of Current Situation

On January 22, 2024, Collin County Commissioner's Court passed a Resolution in Support of a Collin County Passport Office. We have received approval from the State Department to become a Passport Acceptance Facility. To ensure the accepting of passports are done efficiently and correctly we would like to request (1) Lead Clerk who will be designated to the Passport Office and oversee the daily functions of the office. They will be required by the State Department to become certified, and receive an agent ID number.

Job Duties of New Position

The Lead Clerk would need to be proficient in using the PARG – Passport Agent Reference Guide. To assist with the Quality Control process of this department the Lead Clerk will review applications for completeness, affirmation of truthfulness, presence of required entries, signature and photographs, and inclusion of application fees in the appropriate amounts. Examines evidence of citizenship submitted with applications to determine and judge authenticity and adequacy in relation to the requirements of law, regulation and procedure for the issuance of passports and to confirm the facts as recorded on applications. They will review all transmittals prior to leaving the District Clerk's office. They will work closely with the Dallas Acceptance Facility, regarding any questions with application processes, citizenship or naturalization paperwork questions. They will provide the training for all clerks that process passports. They will hold monthly one on ones to review with the clerks of any errors that were found, and will offer mentorship or additional training if needed. They will handle suspension of agent ID numbers with the State Department, if any. They will handle any disciplinary action if required. For reporting purposes, they will run reports that show how many applications were processed, and how many pictures had been taken. They will document significant accomplishments, attendance, complaints, infractions and errors as outlined in their PFP documents. They will be the day to day auditor for any monies collected, true accounting of agent tills, and account for any money order check stock, should this office sell money orders, (Gov't. Code, 51.3031(a)(b)).

District Clerk FY'24 Amendment Request  
Deputy Clerk IIs for Passports

Details of Current Situation

On January 22, 2024, Collin County Commissioner's Court passed a Resolution in Support of a Collin County Passport Office. We have received approval from the State Department to become a Passport Acceptance Facility. We have most of the workstations that we need to get started. To start accepting passports efficiently we would like to request (4) Clerk II positions. These clerks will be designated to the Passport Office and will be required by the State Department to become certified. We are required to provide the State Department the names of clerks that will be processing and accepting passports. Those clerk will need to take and pass the Passport Acceptance Agent Exam. Once the clerk has passed the exam, the State Department will issue that clerk an Agent ID number. With having an agent ID number the clerk is required by law to sign each passport application they process. With the clerk's signature they are certifying that the applicant has done what is required, which is, appeared in person, provided a valid ID that matched the ID information on the application, recited the oath with the clerk, witness the applicant signing the application, confirm that the photo provided with the application matches the photo on the valid ID provided. If the clerk fails to meet these State Department requirements, that clerk's Agent ID# could be suspended by the State Department.

Job Duties of New Position

The function of this position relates to the processing of passports. Applications for passports will be presented in person. The clerk will review the application for proper completion, presentation of documentary evidence of birth in the United States of naturalization, and record the evidence submitted for proof of identity. They will provide the Oath to applicant, and witness the signing of the application. The clerk will certify the application with their signature, seal, and agent ID#. They will work with Quality Control ensuring everything is accurate on the application. They will create and prepare their transmittal sheet that will match the information on applications that will be mailed to the Dallas Passport Acceptance Facility. They will open and maintain a cash till and drawer to process the payments of the applications accepted. They will provide services of taking passport photos if requested. Answer phones calls, voicemails, and emails in a timely manner.