*Genius Bar*

**Howard Joseph**

**Customer Service Manager**

**Los Angeles Passport Agency**

**Bureau of Consular Affairs**

**U.S. Department of State**

Howard Josephs was born and raised in Philadelphia, Pennsylvania, where he earned a Bachelor's degree from Temple University. Howard began his career with the Bureau of Consular Affairs as an entry-level Passport Examiner at the Los Angeles Passport Agency in 1991. Within a few years Howard worked his way up to Senior Passport Specialist. In 2001, Howard accepted a position as the Customer Service Manager for the Honolulu Passport Agency in Hawaii. In addition to customer service issues and public outreach, Howard oversaw a Passport Acceptance Facility network that included the state of Hawaii and the U.S. Territories of Guam, American Samoa, and the Northern Mariana Islands. In July 2008 Howard returned to the Continental United States and assumed the role of Customer Service Manager at the Los Angeles Passport Agency, which covers southern California (except San Diego and Imperial Counties) and the State of Nevada.