

The United Planning Organization (UPO) is the designated Community Action Agency for Washington, District of Columbia, and has served the residents of the District since 1962. Our **Vision** for the future is “UPO’s Washington: A city of thriving communities and self-sufficient residents”; our **Mission** is “Uniting People with Opportunities.”

All qualified applicants are encouraged to apply for this position or any other position currently advertised on our website. Please visit us at www.upo.org to view all of our vacancies and to learn more about our company and services.

POSITION: **EBT Program Site Manager**
DIVISION/OFFICE: **EBT Program/Community Health Division**
BULLETIN No: **05032019**
HOURLY RANGE: **\$45,000-\$58,000 annually**
OPENING DATE: **March 27, 2019**
CLOSING DATE: **Open until filled**
FIRST SOURCE: **N/A**

MAJOR DUTIES:

Responsible for assigned site, for the management and the supervision of the creation of Electronic Benefits Transfer cards for clients approved by the Income Maintenance Administration and the Department of Employment Services.

BRIEF DESCRIPTION

Manage and supervise the creation and activation of first time and replacement benefits/check cards for customers referred for service by the Income Maintenance Administration and DC Department of Employment Services. Responsible for the supervision of the processing, creation, distribution activation of benefit cards for clients referred, following verification and validation of eligibility. Manage and maintain system integrity to ensure that clients are processed in accordance with established policies, procedures, rules and regulations. Document card creation and obtain signatures from clients once cards are received. Provide instructions to clients regarding card usage, rules and regulations and responsibilities. Provide daily supervision of EBT staff. Conduct staff meetings, professional development trainings and updates, ensuring great customer service is prioritized. Report all incidents of dishonesty, fraud and/or mistreatment of customers. Answer customer questions, complaints, and requests for service in a timely manner. Maintain EBT files, status logs, and daily reports of cards issued to clients. Manage and track stock use, forms, and other tools necessary for effective operation. Maintain all documentation required regarding card distribution. Report system and equipment problems to appropriate personnel and service technicians. Maintain daily logs on work performed during the day to determine the actual number of clients served and cards produced. Interface with UPO divisions and offices to ensure the EBT facility receives proper maintenance and repairs, as well as to ensure program and staff needs are met. Responsible for ensuring orientation to division and program for new hires.

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MINIMUM QUALIFICATIONS:

Associate's degree in business or a related field plus experience providing customer service in a high volume environment. Experience supervising staff effectively in a customer service environment. Possess strong organizational and customer service skills. Experience working with UPO's target population, including low-income families as well as experience working sensitively and effectively with individuals of diverse educational, socio-economic and cultural backgrounds. Ability to maintain confidentiality. Educational

Computer literacy required, including MS Office programs, data management systems and ability to learn and use an electronic time keeping program. Possess effective organizational and professional communication skills, both written and verbal. Ability to work some evenings and weekends

DESIRED QUALIFICATIONS:

Bachelor's degree in business, communications, or a related field. At least three (3) years of work experience serving a low-income population within a nonprofit organization.

OTHER REQUIREMENTS:

In the event that an offer is extended, the selected candidate will be required to successfully complete a criminal background check and/or FBI fingerprinting, as well as pre-employment drug screening, as applicable for the position.

This position IS not in the collective bargaining unit of the CWA Union.

This is a Safety Sensitive position subject to random drug and alcohol testing

To be considered for this position:

Submit your cover letter and resume to upojobs@upo.org

or

**fax your cover letter and resume to
202/319-3237.**