

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: **Dispatcher/Operator**

PROGRAM/DIVISION: Shelter Hotline Program/
Community Health Division

BULLETIN No: 02102019

HOURLY RATE: \$14.50 per hour

OPENING DATE: October 03, 2019

CLOSING DATE: Open until filled

FIRST SOURCE: N/A

MAJOR DUTIES:

Contact shelters when Homeland Security/Emergency Management Agency (HSEMA) calls alerts on or off. Works closely with Comprehensive Psychiatric Emergency Program (CPEP), Mental Health, and HSEMA when problems with clients arise. Manage the transportation of homeless clients to and from scheduled and approved destinations as directed. Screen and aid singles and families requiring assistance for shelter. Provide clients with information and referrals to shelters. Dispatch vans to transport homeless persons to shelters who are unable to transport themselves. Communicate with others in getting available resources to assist persons identified as at-risk or requiring services. Log in all calls, dispatch drivers to designated locations for client pick-ups. Assist Shift Coordinator with drivers’ assignments. Furnish callers with approved information on facilities and services provided. Issue and receive materials for circulation or for use by the target population. Act as advocate on behalf of the clients. May be required to drive/operate vehicles as needed. Perform other duties as assigned. Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

High school diploma/GED or equivalent. Two (2) years of experience in a dispatcher position and (2) years of driving experience. Possess a current driver’s license from area in which he/she resides; a recent police clearance and a driving record with no more than 2 points. Two-way radio experience is necessary. Must be in good health.

DISPATCHERS NEEDED!

The Shelter Hotline Program (SHL) transports clients to various shelters and other program- designated locations 365 days per year, 18-24 hours per day. SHL is seeking energetic and experienced individuals to join our unique team. We need dispatchers who are self-starters and able to work in a fast paced, ever-changing environment. They must be team players who are able to work cooperatively with co-workers as well as able to work independently with minimal supervision. The candidate must be flexible and able to handle stressful situations well while paying close attention to detail. We need dispatchers who have experience operating a two-way radio system, managing the coordination and dispatching of the drivers in the field, and serving as the first point of contact for the clients, service providers, and other agencies we work with.

Dispatchers will be expected to have a vast knowledge of streets throughout the Washington, DC area and be able to help drivers navigate through the city. Our expectation is that dispatchers will have compassion/ empathy, the ability to work with diverse populations, and be able to solve problems as they arise. Dispatchers will be expected to display excellent customer service skills, professional oral and written communication skills and outstanding interpersonal skills. The ideal dispatcher candidates will need to have the right complement of knowledge, interpersonal skills and abilities to work with our dynamic team.

**UPO Vacancy Announcement
Dispatcher/Operator
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Geographic knowledge of the DC area is a must. Possess strong interpersonal, judgment, and problem-solving skills. Ability to use a computer system to retrieve schedule information. Ability to complete a variety of daily reports and clerical duties. Ability to manage emergency situations for vehicle drivers and act as a liaison between the drivers and emergency services. Ability to work a varied schedule, including nights, holidays and weekends during all types of weather. Must be able to work well under extreme pressure and be sensitive to the needs of callers.

Must be able to work sensitively and effectively with individuals of diverse educational, socio-economic and cultural backgrounds.

DESIRED QUALIFICATIONS:

First-Aid & CPR certification. Bilingual/Spanish.

OTHER REQUIREMENTS:

In the event that an offer is extended, the 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 is a Safety Sensitive position subject to mandatory random drug and alcohol testing.

Additionally, this position requires the incumbent to submit to yearly tuberculosis testing.

This position *IS* in the collective bargaining unit of the CWA Union.

NOTE:

TB test must be presented upon date of hire.

Submit your resume to www.@upo.org.

When applying, please indicate which Dispatcher position you are applying for – Seasonal or On-Call.