



## Vacancy Announcement

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](http://www.upo.org) to view all of our vacancies and to learn more about our company and services.

**POSITION:** TRANSPORTATION AND LOGISTICS MANAGER

**PROGRAM/DIVISION:** Shelter Hotline Program/  
Community Health Division

**BULLETIN No:** 10012020

**SALARY RANGE:** \$38,000-\$42,000 per year;  
commensurate with experience

**OPENING DATE:** January 28, 2020

**CLOSING DATE:** Open until filled

**FIRST SOURCE:** N/A

### MAJOR DUTIES:

Lead, direct and supervise daily transportation operations and personnel of Shelter Hotline. Enforce policy and procedures associated with scheduled/on-demand transportation and outreach to homeless citizens of the District of Columbia. Responsible for training and supervising staff; serves as the first point of contact between government agencies, service providers, customers, city officials, and staff. Manage performance of drivers and dispatchers with emphasis on productivity, efficiency, and service delivery. Attend monthly homeless services committee and bi-weekly Shelter Hotline admin team meetings. Assist with interviewing and training seasonal and regular employees. Plan and evaluate daily operations of shift including developing new routes and modifying existing routes. Analyze transportation issues to determine cause/effect and implement solutions. Evaluate and recommend changes in work to improve customer service, productivity, and effective outreach.

### MINIMUM QUALIFICATIONS:

High school diploma or GED. Four to five (4-5) years of specialized related experience. Possess a current, valid CDL driver’s license from state where he/she resides, with an A, B, or C class with a Passenger Endorsement and DOT card. Knowledge of DOT regulations. Five-seven (5-7) years of experience driving.

### TRANSPORTATION AND LOGISTICS MANAGER 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 a Transportation and Logistics Manager who is a self-starter and able to work in a fast paced, ever-changing environment. He/she must be a team player who is 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 a manager who has experience supervising and managing the transportation operations and coordinating the activities of Shelter Hotline dispatchers and drivers in the field. This position serves as the first point of contact for the customers, service providers, and other agencies with which we work.

Our expectation is that the individual who is chosen for this position will have compassion/empathy, the ability to work with diverse populations, and be able to solve problems as they arise. The ideal candidate will need to have the right complement of knowledge, interpersonal skills, and abilities to work with our dynamic team.

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**Transportation and Logistics Manager**  
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Able to work various shifts including holidays and weekends. Good computer skills (Microsoft Word, Excel, and Outlook). Must have comprehensive geographic knowledge of the Washington, DC area to be able to navigate the streets and neighborhoods. Demonstrate good written and oral communication skills and have ability to deal effectively with the public. Requires ability to pay close attention to details. Demonstrated problem solving and conflict resolution abilities.

**DESIRED QUALIFICATIONS:**

Associate's degree in any related field and 3-4 years of management/supervisory experience. First Aid and CPR certified. Previous dispatching experience. 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 position IS NOT covered under the collective bargaining agreement.**

**To be considered for this position:**

**Submit your resume and driving record to [upojobs@upo.org](mailto:upojobs@upo.org) or fax your documents to 202/319-3237.**

**You will NOT be considered for this position if you do not submit your driving record with your resume.**