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 – Seasonal (5 Positions)

PROGRAM/DIVISION: Shelter Hotline Program/Community Health Division

BULLETIN No: 05092020

HOURLY RATE: $15.50 per hour

OPENING DATE: September 03, 2020

CLOSING DATE: Open until filled

FIRST SOURCE: N/A

MAJOR DUTIES:
Manage the coordination and dispatching of drivers in the field. Act as the first point of contact for individuals, families, service providers, and other agencies regarding persons identified as at-risk or requiring services to combat environmental hazards due to inclement weather. Manage the transportation of homeless clients to and from scheduled and approved destinations as directed. Dispatch drivers to designated locations for client pick-ups using a two-way radio system. Maintain and update information regarding shelters and other emergency services. Answer phones, log all calls and provide clients with requested information and referrals to shelters. Work closely with Comprehensive Psychiatric Emergency Program (CPEP), Mental Health, and HSEMA when problems with clients arise. Act as an advocate on behalf of the clients.

MINIMUM QUALIFICATIONS:
High school diploma/GED or equivalent. Two (2) years of experience in a dispatcher position. Two-way radio experience is required. Possess ability to accurately perform routine math problems, i.e. basic addition, subtraction, multiplication and division. Ability to effectively use Microsoft Office programs (specifically, Outlook and Word) and use or learn to use ADP electronic time-keeping program. Possess effective organizational and professional communication skills, both written and verbal.
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.

**NOTE:**
TB test must be presented prior to date of hire.

**ALL VISITORS TO UPO FACILITIES WILL BE SUBJECT TO TEMPERATURE SCANNING.**

Submit your resume to upojobs@upo.org or fax your resume to 202/319-3237.

When applying, please indicate which Dispatcher position you are applying for – Seasonal