

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:** Receptionist  
**DIVISION/OFFICE:** Facilities Management Division  
**BULLETIN No:** 7052022  
**HOURLY RANGE:** \$18.00 per hour (Commensurate with experience)  
**OPENING DATE:** May 11, 2022  
**CLOSING DATE:** Open until filled  
**FIRST SOURCE:** N/A

**MAJOR DUTIES:**

Provide high quality customer service to UPO customers, visitors, employees, and the general public. Greet, direct, and/or monitor customers and guests while in UPO facilities. Respond to requests for information via telephone, e-mail or in-person. Perform clerical, or other duties as assigned.

**BRIEF DESCRIPTION:**

Greet and check-in customers and other visitors upon their arrival to the UPO facility. Perform temperature scans or other safety protocols as required for persons entering the UPO facility. Notify company personnel of visitor arrival in order for UPO staff to come to reception area and retrieve visitor. Check-in UPO staff members, as required. Operate multi-line telecommunication system at the reception desk. Open and distribute mail to appropriate staff recipients, as required. Receive packages and other deliveries to the UPO facility and notify recipient of their arrival. Maintain front desk reception logs. Respond to UPO information inquiries via telephone, e-mail or in-person. Provide information to callers, check in visitors and schedule conference rooms. Keep a safe and clean reception area by complying with procedures, rules, and regulations.

**MINIMUM QUALIFICATIONS:**

High school diploma or GED and 3 years of experience in a reception position. Experience answering a multi-line telephone system. Excellent communication skills, both verbal and written. Working knowledge of MS Office (Word, Excel, Outlook and Power Point) and ability to use/learn electronic time-keeping program. Ability to use office equipment, i.e., copier, scanner, printer, etc. Must be able to work sensitively and effectively with individuals of diverse educational, socio-economic and cultural backgrounds.

**DESIRED QUALIFICATIONS:**

Three-plus (3+) years of experience in a receptionist position. Intermediate knowledge of MS Office (Word, Excel, Outlook and Power Point).

**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 covered under the collective bargaining unit of the CWA Union.**

**ALL VISITORS TO UPO FACILITIES:**

- **Must Wear a Mask While on UPO Premises;**
- **Must Practice Social Distancing; and,**  
**Will Be Subject to Temperature Scanning Upon Entering UPO Facilities**

**Special Notice to all Applicants:**

In accordance with the Mayor’s Order (see reference below), every UPO employee, except for those with a medical or religious exemption, must be vaccinated by September 19, 2021. UPO abides by the requirements of all Mayor’s Orders regarding COVID-19 Vaccinations; the Orders relate to the program under which you will work.

**Mayor’s Order 2021-099 - COVID-19 Vaccination Certification Requirement for District Government Employees, Contractors, Interns, and Grantees**

**To be considered for this position:**

**Submit your cover letter and resume to the Career Center [Apply Here](#)**