

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: **Program Manager (EBT)**
DIVISION/OFFICE: **Community Health Division**
BULLETIN No: **07062022**
SALARY RANGE: **(Commensurate with experience)**
OPENING DATE: **June 15, 2022**
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 Department of Employment Services. Responsible for the supervision of the processing, creation, distribution, and 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 signature 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. Maintain daily logs on work performed during the day to determine the actual number of clients served and cards produced.

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MINIMUM QUALIFICATIONS:

Associates degree in business or a related field plus experience in providing customer service in a high volume environment. Computer literacy required, including MS Office and data management systems. Experience supervising staff in a customer service environment. Possess strong organizational and customer service skills. Experience working with UPO's target population, including low-income families. Ability to work some evenings and weekends.

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

DESIRED QUALIFICATIONS:

Bachelor's degree in business, communications, or related field. At least 3 years of work experience serving a low-income population within a nonprofit organization. Ability to maintain confidentiality and work with individuals from diverse backgrounds. Ability to supervise staff effectively.

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.

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**

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

This is a Safety Sensitive position.

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

To be considered for this position:

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