

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:** **Card Production Specialist**  
**DIVISION/OFFICE:** **Community Health Division/EBT Program**  
**BULLETIN No:** **08062022**  
**SALARY RANGE:** **\$18.00-\$22.00 per hour (Commensurate with experience)**  
**OPENING DATE:** **June 27, 2022**  
**CLOSING DATE:** **Open until filled**  
**FIRST SOURCE:** **N/A**

**MAJOR DUTIES:**

Responsible for the creation of Electronic Benefits Transfer cards for clients approved for benefits by the Department of Human Services’ Economic Security Administration (ESA).

**BRIEF DESCRIPTION**

Maintain system integrity by processing clients in accordance with established rules and regulations. Maintains all documentation required regarding card distribution. Document card creation and obtain signature from clients once card is received. Maintain files and status logs on activities on a regular and timely basis. Maintain daily reports of cards issued by client name. Track stock use, forms and other tools necessary for effective operation. Reports system and equipment problems to management immediately. Reports incidences of possible fraud or misuse of benefits and cards to management immediately. Ensure intake forms are completed for every eligible client. Maintain all documentation required for card production and data entry.

**MINIMUM QUALIFICATIONS:**

High school diploma or GED and 2 years of experience in customer service and data entry; priority will be given to candidates having experience in dealing with low-income population; computer experience including word processing, database and internet applications; ability to communicate effectively in writing and verbally. Working knowledge of MS Office (Word, Excel, Outlook and Power Point) and ability to use/learn electronic time-keeping program.

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

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**DESIRED QUALIFICATIONS:**

Two years of experience in a customer service position. Proven excellent communication, customer service and data entry skills.

**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 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](#)**