

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:** **EBT Center Supervisor**  
**DIVISION/OFFICE:** **Community Health Division/EBT Program**  
**BULLETIN No:** **09062022**  
**SALARY RANGE:** **\$23.0769-\$28.2051(Commensurate with experience)**  
**OPENING DATE:** **June 27, 2022**  
**CLOSING DATE:** **Open until filled**  
**FIRST SOURCE:** **N/A**

**MAJOR DUTIES:**

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

**BRIEF DESCRIPTION**

Responsible for the supervision of the processing, creation, distribution, and activation of benefit cards for clients referred, following verification and validation of eligibility. Maintain system integrity by processing clients in accordance with established rules and regulations. Document card creation and obtain signature from clients once card is received. Obtain final authorization prior to card activation. Provide instructions to clients regarding the rules, regulations, and responsibilities of card usage. Report possible fraudulent activity and misuse of benefits immediately to the Program Manager and Division Director. Facilitate the receipt of replacement cards and proper verification and documentation of client data and information in a timely manner. Maintain files and status logs on client activities and maintains daily reports pertaining to the issuance of cards to clients. Track the usage of card stock and forms, necessary for effective operation of the center. Ensure card stock is available and sufficiently stocked at all times. Complete required paperwork daily. Review and verify records ensuring that files contain appropriate documents before submission to the Program Manager.

**MINIMUM QUALIFICATIONS:**

High School Diploma. Ability to maintain confidentiality and work with people from diverse backgrounds. Two years progressively responsible experience in customer service or data entry. Priority will be given to candidate experienced in dealing with low-income population.

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

Office of Human Resources • United Planning Organization • 301 Rhode Island Avenue, NW • Washington, DC 20001 • Phone: 202-238-4622  
[upojobs@upo.org](mailto:upojobs@upo.org) • [www.upo.org](http://www.upo.org)

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**DESIRED QUALIFICATIONS:**

Associates Degree in human services or related field plus experience in providing customer service in high volume environment. Ability to communicate effectively in writing and orally.

**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](#)**