

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.”

UPO is committed to attracting and retaining outstanding and diverse staff who will enhance our engagement and **service** in our communities.

UPO Workforce Institute (WFI) is seeking an energetic and experienced individual to join our dynamic team. The ideal candidate must be a self-starter able to work in a fast paced, ever changing work environment, a team player and able to work independently with minimal supervision. This future employee will be expected to deliver a high level of customer support and service to both internal and external WFI customers. The final candidate will need to have the right complement of skills and personality.

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 Assistant, BCA
OFFICE/DIVISION: Workforce Institute Training Division
BULLETIN No: 992022
SALARY RANGE: (Commensurate with experience)
OPENING DATE: 9/13/2022
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 WFI Building Career Academy facilities. Respond to requests for information via telephone, e-mail, or in-person. Perform administrative and 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. Support all UPO WFI instructors, case managers, recruitment specialist and provide administrative duties in the office and ensure that office is operating smoothly. Preparing financial statements, reports, memos, invoices letters, and other documents. Manage office supplies inventory and place orders, as necessary. Receive and sort incoming mail and deliveries and manage outgoing mail. Assist with office layout planning and office moves, and with managing and maintaining IT infrastructure. Identify opportunities for process and office management improvements, and design and implement new systems. Provide other administrative support as necessary, including scheduling group meetings,

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maintaining calendars, doing research, and creating report. Assist program staff with supply and equipment orders, IT tickets, facilities concerns and special events.

MINIMUM QUALIFICATIONS:

High School Diploma or GED and or 5 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. Possess effective organizational and professional communication skills, both written and verbal.

DESIRED QUALIFICATIONS:

7 years of experience in a program assistant position. Intermediate knowledge of MS Office (Word, Excel, Outlook, and Power Point).

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, and pre-employment drug screening as applicable for the position.

This position IS covered under the collective bargaining agreement.

To apply for this position, please submit your cover letter and resume

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.**

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](#)

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E-Mail: upojobs@upo.org • www.upo.org

UPO is an Equal Opportunity Employer