

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:** Operations Manager  
**OFFICE/DIVISION:** Community Health Division – Shelter Hotline  
**BULLETIN No:** 10102022  
**HOURLY RANGE:** Commensurate with Experience  
**OPENING DATE:** October 28, 2022  
**CLOSING DATE:** Open until filled  
**FIRST SOURCE:** N/A

**MAJOR DUTIES:**

Assign and oversee the implementation of tasks for transportation and logistics managers, fleet coordinator. Monitor and evaluate daily census, call logs, manifests, and other required reports to ensure accuracy of information and timely reporting. Implement and ensure that schedules are adhered to and adjust as needed. Assist the program manager in implementing policies and procedures to maintain program compliance with contractual requirements. Oversee scheduled/on-demand transportation, outreach activities and operational supplies inventory. Communicate as needed with shelter providers to ensure that the program’s transportation and outreach activities are responding to client needs.

**BRIEF DESCRIPTION:**

Assists the Program Manager in planning and administering the Shelter Hotline program through the supervision of shift coordinators, drivers/outreach workers and dispatchers. Manage and supervise shift coordinators, driver/outreach workers and dispatchers on the second and third shifts. Supervise all transportation. Participate with the Program Manager in the development of operational requirements for the program and recommend actions. Occasional operation of designated Shelter Hotline vehicles may be required.

**MINIMUM QUALIFICATIONS:**

High School Diploma and 10 years of related experience. Leadership ability, ability to plan, evaluate, and organize. Excellent written and oral communication skills, proficient skills in Microsoft Office. Work well with others, have an appreciation of group dynamics and have a valid Driver’s license. Must have at least two years management/supervisory experience. Must be insurable for agency bonding and liability purposes. Desired qualifications include a Bachelor’s degree in Social Work or a related field, and an equivalent of five or more years of experience in social services activities and operations.

**\*Must be available to work M-F between the hours of 8:00 am and 4:15 pm. Occasional weekend work may be required.\***

**DESIRED QUALIFICATIONS:**

Bachelor's degree. Familiar with DC shelter operations, homeless services operations, fleet management/ transportation services and an equivalent of five or more years of experience in social services activities and operations.

**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, 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.**

**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](#)**