



239 West 49th Str.
New York, NY 10019
212-581-2910

Job Title: Dispatch Specialist
Program: Home Delivered Meals Program
Supervisor: Senior Director of Operations
Job Status: Full Time
Job Hours: 35 hours per week
Location: Midtown Manhattan
Compensation: Commensurate with Experience

About Encore: How have you impacted someone's life today? At Encore Community Services, our teams are dedicated to supporting the lives of older New Yorkers so that they may live with dignity and decency in a safe and caring environment. For over 40 years, Encore Community Services has provided care to the elderly of the Clinton, Times Square, and Midtown communities. Encore provides a comprehensive array of programs for older New Yorkers including supportive and affordable housing, home delivered and sit down meals, case assistance, education, recreation, and friendly visiting. The organization takes a "no wrong door approach" to ensure Seniors are able to access all of their neighborhood and other entitled resources so they may age in place comfortably for as long as possible. Encore is at an exciting inflection point in its development. The organization is working to build off a rich history to deepen its services and scale the work of giving back to seniors. Encore is keenly aware that the demographics of Older New Yorkers is rapidly evolving. Therefore, Encore must also evolve to ensure the health, mental health, and economic stability of New York's diverse and vibrant senior community.

About Position: Encore's goal is to provide the most stellar customer service experience for all of its Home Delivered Meals recipients. The Dispatch Specialist is responsible for assisting the HDM Team in all meal delivery of the program (serving over 1,100 homebound seniors on a daily basis), and Department of Health and Mental Hygiene ("DOHMH") standards and regulations requirements. The Specialist maintains collaborative relationships with community partner including Case Management Agencies (CMAs).

Benefits: This position is a full-time position with benefits that include medical insurance (with Employee contribution), Dental, Visions, generous paid time off (vacation, personal days, sick days and earned floating holidays), 403(b) with 5% Employer Match after a year of employment, Flexible Spending Account, Dependent Care and transit benefits.

Job Responsibilities:

- Follow-up on all CMA and client communications shared by the Customer Service Team, including emails and phone calls;
- Forward client inquiries or requests to the appropriate staff and provide the CMA or client with a complete and thorough follow up;
- Assist with deploying client notification letters and welcome packets to all clients;
- Assist the HDM Dispatch Manager with file and route organization, preparing written communication, menus, and other documentations for distribution to clients;
- Assist in following up with "No Answers" on the route sheet, and coordinate redelivery with the Dispatch Manager and Meal Deliverers
- Monitor and maintain office supplies inventory;
- Log Bi – Annual Participants Surveys;
- Assist with holiday and emergency box inventory to ensure there are sufficient boxes for timely delivery
- Follow up on all incoming grievances and notify appropriate department for follow up;

- Assist with updating delivery routes and communicate with CMA and Dispatch Manager to provide delivery information and participants delivery status;
- Ensure delivery staff and volunteers are following delivery protocols, which includes (but not limited to) having charged cell phones with them to report no answers and emergencies, carrying valid employee IDs, delivering on face-to-face basis, exercising proper hygiene and food handling protocols, and documenting delivery accurately on route sheets.;
- Provide coverage during staff shortage and emergency situations, which includes (but not limited to) delivery, meal packing, and office support;
- Assist with general office task (Processing mail, photocopying, faxing, etc.);
- Assist with special projects and other duties assigned by the Senior Director of Operations

Required Qualifications:

- HS Diploma or 2 years relevant experience in field;
- Excellent computer skills and a proficiency in MS Word and Excel; basic knowledge of Access;
- Excellent customer service skills and a sense of compassion, understanding and empathy for the elderly population;
- Strong written and verbal communication skills; excellent community engagement skills;
- Self-starter with strong organizational, planning, time management skills, and ability to think proactively and ability to take a solution-focused approach to problem solving;
- Good leadership abilities and ability to work well with others;
- Ability to work with minimal supervision;
- Ability to maintain confidentiality;
- Flexible and willing/able to cover during emergencies, including (but not limited to) Winter/Snow storm, hurricanes, and other unforeseen emergency situations;
- Have the ability to lift and carry heavy objects a minimum of 50 pounds, including cases of fresh, frozen or canned food items, packed delivery bags as well as filled commercial grade pots or trays in and out of ovens;
- Have the ability to stand for a long period of time both for meal packing and delivery route distribution;
- Flexible work schedule; ability to work on Saturdays as needed.

Preferred Qualifications:

- BA degree related to Human Services, Public Administration, Food Services, or related field
- Knowledge of DFTA's HDML policies and procedures
- Bi-lingual in Spanish

To Apply email Resume and Cover Letter to jobs@encorenyc.org. In the subject line, please indicate "Dispatch Specialist."

All new hires must be vaccinated against the COVID-19 virus, unless they have been granted a reasonable accommodation for religion or disability. If you are offered employment, this requirement must be met by your date of hire, unless a reasonable accommodation for exemption is received and approved by Encore Community Services.

Due to the high volume of applicants, only qualified candidates will be contacted. No phone calls please. Encore Community Services is an equal opportunity employer and does not discriminate on the basis of race, color, gender, socio-economic status, marital status, national or ethnic origin, age, religion or creed, disability, or political or sexual orientation. Reasonable accommodations may be made to enable individuals with disabilities as defined by the ADA to perform the essential functions of the job.