



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

Job Title: Dispatch Manager
Program: Home Delivered Meals Program
Supervisor: Senior Director of Operations
Job Status: Full Time
Job Hours: 35 hours per week
Location: 239 West 49th Street
Compensation: Competitive with Market Rate

About Encore: For over 40 years, Encore Community Services has provided care to the elderly of the Clinton, Times Square, and Midtown communities, so that they may live with dignity and decency in a safe and caring environment. 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. With the arrival of a new Executive Director the organization is working to build off of 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: The Dispatch Manager is responsible for assisting with all delivery aspects 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).

Job Responsibilities:

- Assist with the oversight of the delivery system including the distribution and monitoring of routes.
- Coordinate with MD and drivers to ensure timely pickup and delivery.
- Assist the MD and drivers with the safe deliveries including navigation support, loading, unloading vans and handling food, ensuring the safety food protocols.
- 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 a face-to-face basis, exercising proper hygiene and food handling protocols, and documenting delivery accurate on route sheets.
- Ensure route sheets have accurate information for the next day’s routing before submitting for meal distribution report and distribute and dispatch all routes on a timely manner.
- Ensure routes sheets and cover sheets are printed and organized the day before
- Restructure routes at least monthly (or as needed) based on observation and feedback from meal deliverer/drivers to optimize delivery
- Review route sheets daily to ensure accurate documentation by the delivery staff and volunteers.
- Update, maintain, and file daily route sheets;
- Update changes to client meals on STARS
- Ensure delivery and meal packing volunteers are adequately supervised and supported from their point of entry to their completion of assignment.
- Ensure the program has personnel and volunteer coverage contingencies in the event of vacancies, call outs, inclement weather, and other events which may lead to route deficiencies.



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- Meet with Lead Meal Packer and Lead Driver on a weekly basis to continually streamline and improve meal delivery operations
- Provide proper orientation to all Meal Deliverers, Meal Packers, and Volunteers
- Coordinate with MD, drivers, and management to schedule and host meetings monthly.
- Maintain inventory of all equipment/supplies needed for the delivery system.
- Monitor, assess, mitigate, and resolve issues which both directly and indirectly impact the delivery system.
- Ensure holiday and emergency boxes properly stored and delivered in a timely manner.
- Assist in responding to No Answer calls and reports of “No Answer” to the case Management Agencies, and coordinate redelivery.
- Create and deploy client notification letter and welcome packets.
- Provide coverage during staff shortage and emergency situations, which includes (but not limited to) delivery and meal packing coverage.
- In emergency situations, respond to the scene, provide leadership, resolve problems, and involve support as needed.
- Properly document incident reports based on Encore’s and DFTA’s incident reporting protocols
- Assist with special projects and other duties assigned by the Senior Director of Operations

Personnel Management

- Supervise the Dispatch Specialist, Meal Deliverers, and Meal Packers who will assist with dispatch related responsibilities
- Keep track of packing and delivery staff time through Paychex and monitor Annual Leave/Sick Days balances to ensure efficient utilization of staff;
- Conduct monthly in-service training sessions with packing and delivery staff and oversee the training curriculum;
- Conduct annual job performance evaluations for all direct staff

Required Qualifications:

- HS Diploma or 2 years relevant experience in field;
- Valid New York City Food Protection Certificate;
- Excellent management skills;
- 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;
- Must be able to work Saturdays and work after business hours (past 5:30 pm) as needed.



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

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.

All new hires must be fully 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.