



Open Arms of Minnesota Job Description: Chief Development Officer

Organizational Summary:

Open Arms of Minnesota (OAM) is a nonprofit that prepares and delivers healthy, nutritious food to people living with life-threatening illnesses. Our mission: by providing food as medicine, we nourish our clients and build community. In our state-of-the-art kitchen, OAM staff members and more than 3,600 volunteers create meals specifically designed for our clients' nutritional needs. We use fresh and, whenever possible, organic ingredients, including produce from our own Open Farms gardens. Volunteers deliver the meals throughout the Twin Cities metro area to approximately 4,000 clients, caregivers, and dependents annually, providing nourishment and hope for families dealing with life-threatening illnesses. There are no fees for any of Open Arms' services. Open Arms is a volunteer-driven organization and is culturally unique in our high commitment to an excellent volunteer experience.

To learn more, visit www.openarmsmn.org

Position Overview: This full-time, salaried position contributes to the fulfillment of Open Arms' mission by leading and directing the organizational fundraising and communication efforts and driving growth and sustainability of the organization's mission. The Chief Development Officer (CDO) will advance the vision and mission of OAM through creative fundraising – responsible for about \$4.5 million in philanthropic giving, deepening media, and community relationships, and leading cutting-edge philanthropic thinking. In collaboration with the Director of Communications, the Individual Giving and Institutional Giving Directors, and the CEO, the CDO will work to ensure consistent communication of the organization's value proposition, while overseeing all efforts to build engaging relationships with key constituents including donors, volunteers, clients, referrers, and community partners.

As with all OAM staff positions, this position is responsible for helping ensure volunteers and interns have an exemplary experience during all interactions with Open Arms and consistently maintains a high level of customer service to all guests, clients, and fellow team members.

Primary Job Responsibilities:

- Oversee the implementation of the board approved 5-year strategic plan and work plan strategies that will further cultivate and enhance meaningful relationships with targeted external audiences, and key influencers/stakeholders.



- Lead the development and implementation of an integrated annual Development & Communications Plan with measurable goals, benchmarks, and tracking methods.
- Assist the CEO in supporting fiscal integrity, developing an annual budget, revenue projections, and updates pertaining to the work of the Development department.
- Use excellent interpersonal skills to effectively communicate with board members, donors, prospective donors, volunteers and media officials.
- Develop strong relationships with and secure the trust and confidence of staff and external stakeholders critical to organizational fundraising, and communications efforts.
- Use a broad base of knowledge and experience to elevate and lead all Open Arms fundraising modalities: campaigns, major gifts, annual funds, grants, events, corporate giving, planned giving, endowments, etc.
- Oversee the work of two teams of staff – development and communications and ensure all staff members are working to achieve the same objectives
- Develop, review, and improve (with Development and Communications team) existing fundraising events including Moveable Feast, increase third-party events and develop new events to capture existing and new donors.
- Oversee the implementation of inspiring, memorable, and scalable donor engagement strategies designed to strengthen relationships with current and prospective donors.
- Ensure all philanthropic revenue and operational goals are met or exceeded quarterly to ensure we hit fiscal year goals.
- Identify challenges and emerging issues faced by the organization. Work with the Senior leadership team and staff to recognize internal and external communications opportunities and solutions and define and execute appropriate strategies to support them.
- Ensure consistency across all fundraising and communications both internally and externally. Increase the number of strategic partners, including leveraging new partnerships, resulting in increased community partners, donors, volunteers, referrals, and healthcare partners and media.
- Identify and cultivate opportunities in collaboration with program/client services to position OAM as a thought leader in the food is medicine and MTM field via strategic partnerships, speaking engagements, media placements, and elected officials.
- Collaborate closely with other OAM teams to ensure outreach, partnership, and outcomes alignment across departments.
- Work to deepen a culture of philanthropy across the organization, including onboarding new employees and training existing employees about the impact and nature of fundraising at OAM.



- Identify and cultivate new strategic partnerships that will have a significant impact on OAM work.
- Represent OAM at appropriate levels of engagement with external stakeholders.
- Promote a culture of high performance and continuous improvement that values learning and a commitment to quality.
- Mentor and develop staff primarily development and communications.
- Establish and monitor staff performance and goals, assign accountabilities, set objectives, establish priorities, and conduct performance appraisals.

Staffing

Expectations for all Managers/Supervisors: Managers and Supervisors are role models for all staff and volunteers and are responsible for conforming to a high standard for work performance, ethics, integrity, collaboration, positive respective communication and problem-solving. Open Arms is a dynamic, high change environment which demands that Managers and Supervisors not only effectively manage their own department, but also work collaboratively with other departments and employees to constantly improve systems and operations.

- Work with Human Resources and supervisor to recruit, interview and select well-qualified nutrition program staff.
- Supervise and evaluate all aspects of employee performance, providing direction, input, and feedback, setting and monitoring annual goals.
- Ensure all nutrition programs staff members receive orientation and appropriate training in accordance with organizational standards.
- Help ensure Open Arms provides an outstanding experience for all volunteers and interns by regularly seeking out meaningful and positive interactions with them and maintaining a positive, friendly, and helpful attitude at all times.

Other:

- Represent the Development Department on the appropriate leadership team and with other Directors, ensuring collegial relationships between departments and staff members.
- Serve as a member of the Senior Leadership Team, participating in organizational and operational planning.
- Ensure that direct reports are reconciled regularly with the finance department.
- Lead by example as departments support the work of other departments when needed.
- Help ensure Open Arms provides an outstanding experience for all volunteers by regularly seeking out meaningful and positive interactions with them and maintaining a positive, friendly, helpful attitude at all times.
- Support the mission, value, and brand of Open Arms of Minnesota.



- Other related duties as assigned.

Requirements:

- 10+ years of external relations/affairs experience including a combination of development and communications work at a nonprofit organization.
- Proven, demonstrable success in personally securing donations, media, and community partnerships.
- 10+ years of supervisory experience.
- Well-developed organizational skills and ability to handle multiple projects at one time.
- Ability to initiate contact with prospective funders/partners/supporters.
- Ability to provide friendly, excellent collaborative service to internal and external constituencies.
- Ability to work at both a high, strategic level and as a “do-er”, in an all hands-on deck environment.
- Ability to multi-task and be versatile when moving between priorities.
- Ability to work successfully both independently and collaboratively as part of a team.
- Confident communication, writing, public speaking, and human relations skills and a personal presence that garners respect from donors, volunteers, and the public at large.
- Excellent communication skills and outstanding human relations skills to ensure success working with a diverse base of donors, volunteers, staff, and clients.
- Excellent presentation skills, with demonstrated success at external and internal presentations.
- Strong written and public speaking abilities.
- Strong ability to multi-task and work in a high-pressure setting.
- Experience in planning and working within budgets.
- Ability to think strategically, creatively, and proactively.
- Ability to create and contribute to a positive team environment.
- Ability to work under pressure, deal with, and maintain a positive attitude in stressful situations and during busy periods.
- Ability to work occasional evenings and weekends.
- Advanced ability in MS Office and Internet research applications.
- Valid driver’s license and reliable transportation.
- Sensitive to diversity and ability to work respectfully with a wide array of co-workers and members of the community.
- A passion for the mission and values of Open Arms.

Physical Requirements:

- Ability to communicate verbally and in writing in English.



- Able to operate standard office equipment (such as telephone, computer, printer, and copy machine).
- Able to speak at events.
- Able to sit or stand for extended periods of time.
- Ability to review and reply to documents and information on the computer screen as well as to use a computer and a variety of software programs.

Reports To: CEO

Location: Minneapolis and St. Paul, MN

Pay Rate Range: \$115,000 -\$130,000 annually

To Apply: Please send a resume and cover letter to:

OAM HR

- Email: jobs@openarmsmn.org
- Fax: 1-866-499-1630
- Mail: 2500 Bloomington Ave, Minneapolis MN 55404
- Call: 612-465-9793

Benefits:

This position is eligible for an excellent comprehensive benefits package that includes medical/dental/life/ STD/LTD insurance, employee assistance program, paid Holidays, and personal time off (PTO), retirement plan with employer match program. Employee-paid vision plan, voluntary life, critical illness, hospital indemnity and accident insurance are also available.

Open Arms of Minnesota is committed to hiring and fostering a diverse and inclusive workforce that leverages the skills and talents of all employees in our organization, regardless of race, gender, national origin, age, religion, sexual orientation, gender identity, familial status, disability, or socioeconomic status. We encourage all individuals with direct or transferable experience to apply for our open positions.

Equal Opportunity Employer