



Open Arms of Minnesota Job Description: Chief Operating 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 two state-of-the-art kitchens, OAM staff members and more than 3,500 volunteers create meals specifically designed for our clients' nutritional needs. We use fresh and, whenever possible, organic ingredients, including produce from our own 5 Open Farms urban garden locations. Volunteers deliver 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. In addition, families in need throughout Minnesota receive meals shipped to them weekly. 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

Open Date: July 17th, 2023

Closing Date: Until filled

Position Overview: This full-time, salaried position contributes to the fulfillment of Open Arms' mission by overseeing the operational success of Open Arms. The Chief Operating Officer (COO) will oversee and coordinate the efforts of our Kitchen Teams, Quality Assurance/Menu Development Department, the Logistics and Delivery Department and our Urban Farms. The COO will oversee the entirety of planning, organizing, staffing, leading and evaluating all operational activities from recipe and meal development to food production and preparation, to packing, delivery and shipping of meals to quality assurance. 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 is expected to consistently maintain a high level of customer service to all guests, clients and fellow team members.

Primary Job Responsibilities:

- The COO will serve as a key member of the Executive Leadership Team.
- In collaboration with the CEO, the COO will:
 - Articulate and implement the strategic vision and leadership of the agency by consistently putting the mission first.
 - Ensure clients receive the meals and menus they are promised by ensuring the kitchens and logistics operations are functioning at the highest level, and fulfilling our commitments to our clients, the community, our funders and stakeholders.
 - Deliver on the promise of a transformational volunteer experience throughout the operations in all locations by setting and maintaining behavior and operational expectations for staff.
 - Ensure quality assurance at all levels of the organization.
 - Help promote and diversify funding through effective and collaborative resource stewardship.
 - Raise the agency's profile through external relationship building.

- Enhance the organization by staying abreast of developments in food is medicine, food security, and other related trends.

Leadership and Organizational Strategy

- In coordination with the CEO and Executive Team, play a key role in the overall development, service delivery, and management of the organization across multiple sites and departments.
- Work closely with the CEO/CFAO (Chief Financial and Administrative Officer) to monitor operations to ensure sound fiscal and system management and adherence to budget
- In partnership with the Executive Team, implement OAM's strategic plan, as well as develop and implement new initiatives that reflect the organization's mission.
- Represent OAM within the National Food is Medicine Coalition and in the community by serving on appropriate committees, groups and community coalitions.
- Assist Development and Communication staff by providing information for reports, funders, OAM written materials, and more.
- Work with Chief Program Officer on compliance with and expansion of existing fee for service contracts.
- Oversee efforts to increase earned revenue, identifying and conceptualizing new opportunities for earned income and ensuring budget revenue goals are met.
- Serve on OAM staff leadership team and attend meetings, representing departments.
- Write program reports as asked by CEO or Board of Directors.
- Serve on appropriate Board committees and attend Board meetings as asked by the CEO.

Operational Oversight and Evaluation:

- Oversee, assess and improve all facets of kitchen operations: ensuring that the kitchens are operating at the highest level with appropriate safety measures, efficiency, professionalism and organization, that they are producing high quality meals that meet the nutritional needs and requirements of our clients, they are providing a superior experience for volunteers and striving to continuously improve in all areas.
- Oversee, assess and improve the Logistics department, ensuring that from beginning to end, the client meal delivery process (including shipping) is seamless, efficient, accurate and timely, and that clients experience a positive and reliable relationship with Open Arms.
- Oversee Menu Development/Quality Assurance Department, and ensure the development of and adherence to a comprehensive, cross-departmental quality assurance plan and the completion of all ongoing and one time menu projects and programs.
- Oversee and guide the Open Farms program, made up of 5 urban farms.
- Oversee the successful implementation and operationalizing of the Cultural Meals Program.
- Oversee food safety protocols, implementation of a formal food safety plan and program, as well as ensuring internal compliance.
- Coordinate and analyze the appropriate data to inform operational decision-making process.
- Determine overall staffing plans to achieve program goals and objectives and participate in hiring decisions for new staff.
- Oversee the creation of new performance and outcome measures to ensure Food Is Medicine Coalition accreditation standards are met.

Staff Management and Supervision

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 respectful 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.

- Directly supervise staff members, including Food Services Director, Sr. Manager of Logistics and Delivery, Director of Menu Development and Quality Assurance and Open Arms manager.
- Model the highest ethical behavior and set the standard for superior customer service to Open Arms clients, volunteers, and stakeholders.
- Oversee and manage goals and expectations for direct report(s).
- With HR Department as a resource, lead the functions of staff management including training and coaching for improved performance.
- Foster a team-centered work environment.
- Provide effective training, professional development and ongoing performance coaching to ensure the staff is meeting the expectation of their position and are recognized for their achievements.
- With the support of HR, provide disciplinary action when necessary and work within OAM guidelines on when to seek assistance of HR or senior management on employee or volunteer relations issues.

Other

- 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.
- Other related duties as assigned.

Requirements:

- BA, or equivalent experience.
- 5+ years managing and overseeing all aspects of a medium to large sized operational, logistics or delivery focused department or organization.
- Multiple years' experience in food related organizations strongly preferred.
- 5+ years of staff supervision experience with an understanding of human resources, employee performance improvement plans, and corrective action policies.
- Ability to work at both a high, strategic level and as a "do-er", in an all-hands-on deck environment.
- Experience working with nutritional requirements, or registered dietitians preferred.
- Past hands-on experience in commercial kitchens, delivery, or logistics preferred.
- Knowledge about farming/gardening a plus.
- Demonstrated understanding and ability to always maintain confidentiality and discretion requirements.
- Demonstrated success developing, improving, and evaluating programs.

- Proficient in using technology as a management reporting tool and experience working with information technology staff to develop and implement program evaluation systems.
- Strong project management skills managing complex, multifaceted projects resulting in measurable successes and program growth.
- Strength in hiring, recruiting, managing, developing, coaching, and retaining individuals and teams, empowering them to elevate their levels of responsibility, and performance.
- Excellent verbal and written communication skills with exceptional attention to detail.
- Personal qualities of integrity and credibility.
- Ability to work independently and as part of a team.
- Ability to provide friendly, excellent collaborative service to internal and external constituencies.
- Ability to work under pressure and deal with stressful situations during busy periods.
- Active driver's license and unrestricted for work-related driving.
- Flexibility to work occasional evenings and weekends.
- Flexibility to work in two different worksites and off-site events.
- 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, and unique culture of Open Arms.

Physical Requirements:

- Ability to communicate verbally and in written English.
- Able to operate standard office equipment (such as telephone, computer, printer and copy machine), set up tabletop displays and speak at events.
- Able to sit for long periods of time and/or work on feet for long periods of time.
- Able to lift up to 30 pounds.
- Able to stand, sit, walk, bend, stoop and twist. Requires full range of motion, manual dexterity and eye-hand coordination.

Reports To: CEO

Location: Minneapolis and St. Paul, MN

Compensation: \$115,000-\$130,000 annually

Hours: 40 hours per week

To Apply:

Please send resume and cover letter detailing pertinent experience to:

OAM HR

- Email: jobs@openarmsmn.org
- Fax: 1-866-499-1630
- Mail: 2500 Bloomington Avenue S, Minneapolis MN 55404

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