



Open Arms of Minnesota
Chief Finance and Administration 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 4,700 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 4,400 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: February 1, 2024

Closing Date: Until filled

Position Overview: This full-time, salaried position contributes to the fulfillment of Open Arms' mission by leading the financial activities and strategy for the organization, and managing key administrative support functions, ensuring OAM has the resources and internal supports to accomplish its organizational mission. This position supervises the Finance Department, Buildings and Grounds department and the IT staff, as well as overseeing and managing compliance and general office and equipment administration. This is a hands-on leadership position that will serve on the executive leadership team and help lead the strategy and direction of the organization. As with all OAM staff positions, this position is responsible for helping ensure volunteers and all stakeholders have an exemplary experience during all interactions with Open Arms and is expected to maintain the highest level of customer service to all guests, donors, clients, and fellow team members.

Primary Job Responsibilities:

Accounting and Finance

- Responsible for overseeing all financial management, finance operations, and accounting for the organization, ensuring that critical financial and operational information is relayed to the CEO.
- Supervise and back-up Finance Department staff, ensuring implementation of day-to-day accounting and financial activities.
- Develop and implement financial strategies, policies, and procedures to ensure the company's financial stability and growth.
- Plan, budget, forecast, and report in conjunction with finance staff and CEO.
- Monitor financial performance, identify trends, and provide recommendations for improvement.



- Manage cash flow, working capital, and investment strategies.
- Ensure compliance with accounting standards, regulations, and taxation requirements.
- Ensure accurate and timely financial reporting, by generating monthly, quarterly, and annual financial statements.
- Create and manage budgets for funding and contract proposals, working with Development, Program and Finance Teams.
- Monitor banking and credit activities of the organization.
- Create and implement and train on organizational financial policies and procedures.
- Review and recommend current and long-range financials objectives, plans, and policies subject to the approval of the CEO and Board of Directors.

Facilities Management

- Along with Building and Grounds Manager and other Facilities staff, oversee all buildings and grounds operations, maintenance, improvements, repair, upkeep and cleanliness, and ensure compliance with safety standards and excellent customer service to staff.
- Oversee the development of short and long-term goals for maintaining and replacing major building equipment and features.
- Oversee the maintaining of all equipment leases and contracts.
- Ensure appropriate conditions of all facilities to promote smooth day-to-day operations of the organization and ability of staff to be productive and efficient.
- Manage facilities issues, concerns and emergencies.
- Negotiate and oversee management of capital purchases and leases and facilities leases, manage leases and assets, and oversee communications and interactions with the landlord and other external facilities partners.
- Supervise and back-up facilities staff members

Information Technology:

- Along with the IT Manager, develop and execute IT strategies to support the organization's operations and growth objectives.
- Lead the creation, maintenance and continuous upgrade of the appropriate infrastructure and resources, including: data, security, systems, technology, policies, procedures and controls.
- Oversee the implementation of an ongoing staff training program on security and data privacy
- Oversee the selection, implementation, and maintenance of technology systems, infrastructure, and security measures.
- Foster innovation and drive digital transformation initiatives to enhance operational efficiency and productivity.
- Ensure data integrity, privacy, and cybersecurity measures are in place.
- Ensure that OAM staff members receive excellent customer service and technical support.
- Oversee adherence to policies and procedures that govern the use of equipment and that address digital security
- Act as OAM HIPAA Compliance officer, overseeing agency compliance with federal HIPAA requirements.



- Participate in HIPAA, Quality Assurance and other pertinent organizational committees.

Office Management and Administration

- Oversee the office and administrative management of the organization, including space management, storage, equipment and maintaining levels of supplies and materials.
- Oversee the maintenance of the organization's fleet of vehicles.
- Responsible for managing the electronic and paper records management, including disposal of records, as necessary.
- Lead review of contracts and agreements with vendors, consultants and other organizations;
- Oversee the purchase or leasing of office equipment and the related contracts with vendors.
- In collaboration with the Leadership Team, ensure staff members have the tools they need to do their jobs effectively.
- In collaboration with the Executive Team, work to develop appropriate organization's administrative policies and procedures.

Risk Management and Compliance

- Serve as the focal point for Open Arms risk management efforts.
- Oversees efforts by staff to ensure timely, complete, and accurate filing of all regulator city, state and federal forms and registrations including audit and reporting requirements.
- In collaboration with Executive Team, ensure the organization's compliance with applicable building, zoning, and safety licensing and certification requirements.
- Manage all insurance policies and claims.
- In collaboration with the Human Resources and Executive team, oversee periodic review of the organization's insurance programs, including office, liability, officer and director insurance, and other policies.
- Assist in compliance with lobbying and elections law, ensuring timely and accurate reporting of activities to the Federal Elections Commission, Internal Revenue Service and other federal and state agencies;
- Oversee legal matters, contracts, and risk management activities in collaboration with Chief of Staff.
- Collaborate with legal counsel when required and stay updated on relevant legislation and industry best practices.

Supervisory Responsibilities:

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 and effectively delegate tasks to the Senior Director of Finance, Building and Grounds Manager, and the IT Manager.
- Foster a team-centered work environment and provide mentorship to staff.
- Provide effective training and ongoing performance coaching to ensure that each team member is meeting the expectations of their position and is recognized for their achievements.
- Communicate effectively and promptly with staff and supervisor to address matters of concern.
- Hold regular meetings with staff to discuss goals, operational updates, etc.
- With the support of HR, provide disciplinary action when necessary and works within OAM guidelines on when to seek assistance from HR or senior management on employee or volunteer relations issues.

Other

- Serve as a key member of a highly involved, hands-on Executive Team, taking a lead role in defining the requirements of and managing the process of daily operations, business planning, analysis, and development.
- Develop and execute analysis of various business initiatives (e.g., opening new operations, asset acquisition, new service launches).
- 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, and helpful attitude at all times.
- Support the mission, value and brand of Open Arms of Minnesota.
- Back up the work of direct reports when necessary.
- Other related duties as assigned.

Qualifications

- 8+ years demonstrated experience in a financial leadership role, non-profit experience strongly preferred.
- 4+ years' experience managing organizational administration such as IT, facilities, compliance and office management.
- 3+ years of senior leadership, with demonstrated success working with the senior leader of a division or the CEO/ED of a business or organization, with experience translating a strategic vision into a successful operating model and financial plan.
- 3+ years' experience supervising staff in a positive environment, with demonstrable strong supervisory and management skills.
- Ability to work at both a high, strategic level and as a "do-er", in an all-hands-on deck environment.
- Experience in and knowledge of nonprofit accounting strongly preferred, with an emphasis on the complexities of a variety of funding streams.



- Experience with the financial management of projects with multiple funders and varied reporting requirements.
- Experience with data security, HIPAA strongly preferred.
- Experience with financial audits, IRS (Internal Revenue Service) reporting requirements, and general non-profit recordkeeping.
- Preparation of financial statements and compliance monitoring.
- Experience overseeing IT operation including information technology hardware, software, and management systems.
- Demonstrated experience in negotiating favorable terms with vendors and others.
- Ability to work under pressure and maintain a positive attitude in stressful situations and during busy periods.
- Ability to create and contribute to a positive team environment.
- Ability to be flexible, nimble and embrace change.
- Excellent communications skills.
- Personal qualities of integrity and credibility.
- Ability to work independently and as part of a team.
- Ability to provide friendly, excellent collaborative customer 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 on two different work sites and off-site events.
- Ability to think strategically, creatively, and proactively.
- Sensitivity and commitment to diversity, equity and inclusion with the 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 talk and hear, and to communicate verbally and in writing in English.
- Able to operate standard office equipment (such as telephone, computer, printer and copy machine).
- Able to sit for long periods of time and/or work on feet for long periods of time.
- Able to stand, sit, walk, bend, stoop and twist. Requires full range of motion, manual dexterity and eye-hand coordination.
- Able to operate computer, volunteer database and other software programs.

Reports to: Chief Executive Officer (CEO)

Locations: 380 E Lafayette Frontage Rd, St. Paul, MN 55107

2500 Bloomington Ave Minneapolis, MN 55404