



**Open Arms of Minnesota:  
Fulfillment & Shipping Associate**

**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](http://www.openarmsmn.org)

**Open Date:** June 26<sup>th</sup>, 2024

**Closing Date:** Until filled

**Position Overview:**

This is a full-time non-exempt and benefits-eligible position that works primarily Tuesday through Saturday each week in the Logistics Department. The Fulfillment & Shipping Associate is responsible for the execution of the Open Arms specialty fulfillment programs which includes bagging of prepared meals and other items as assigned, as well as our shipping program. The shipping program is rapidly expanding and will likely service hundreds of clients in greater Minnesota. This position will be expected to coordinate the weekly OAM menu fulfillment and shipping logistics and champion Open Arms' use of efficient and innovative delivery methods. 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.

This position reports to the Senior Manager of Logistics with a dotted line to the Food Services Manager for the bagging process of menu fulfillment. Additionally, constant communication with the Menu Development team is essential for menu matrix accuracy, and menu substitution if ever necessary.

## **Primary Job Responsibilities:**

### Menu Fulfillment & Bagging

- Complete all weekly meal bagging utilizing the weekly menu matrix for all menu types, ensuring that the bagging process is completed and transported to the appropriate kitchen prior to the day of pack out.
- Ensure meal accuracy for each client/menu type through proper coordination with the Kitchen Operations team and, in the event of meal substitution, approve for all substitutions with the menu development team before bagging.
- Lead the bagging of prepared meals and other items as assigned; and keep updated inventories for each finished product as well as their components.
- Communicate inventory numbers and needs for purchasing with Food Services Director and Senior Manager of Logistics.
- Provide direction to interns, volunteers, and work-study students throughout the workday, and maintain close monitoring and coaching of volunteers to ensure accuracy of logistical tasks.
- Provide timely submission of incident reports regarding a client or delivery-related emergency.
- Ensure client confidentiality and compliance with HIPAA.
- Ensure maintenance and tidiness of the delivery and community space and assist with the quick cleaning of delivery bags to limit pile up.
- Assist in processing late cancellations as needed.
- Other related duties as assigned.

### Shipping

- Provide input toward and execute the continued updating and optimizing of Open Arm's shipping program at the Senior Manager of Logistics' direction.
- Run day-to-day shipping operations including weekly, bi-weekly, or possibly daily shipping pack-out.
- Ensure that OAM is stocked with all shipping supplies necessary for fulfilling weekly shipments and that all necessary supplies and menu items are frozen in time for shipping.
- Maintain orderly storage space for all shipping related supplies.
- Track inventory and communicate numbers and needs for purchasing with the Senior Manager of Logistics.
- Be present for the daily pick-up of shipped meals.
- Work closely with Volunteer Engagement Team regarding any volunteers or interns supporting shipping projects.
- Work closely with Client Services Team to ensure accurate client shipping lists.
- Communicate with Client Services Team when shipping errors prevent successful food delivery.
- Coordinate re-deliveries in response to shipping errors.
- Execute shipping plans for shipping disruptions such as blizzards and holidays.
- Collect shipping data and build capacity to create reports based off collected data.

### Key Relationships

- Senior Manager of Logistics: This position reports to the Manager of Logistics, who will direct your daily, weekly, and long-term activities and projects.

- Food Service Manager(s): You will coordinate support for your activities to include, Packaging Associate support, ensuring that there are enough meals to support bagging, and that they are easily accessible within the freezer.
- Food Service Director: Any inventory needs of raw ingredients, supplies, etc. will need to be coordinated.
- Menu Development: If 100% accuracy is not possible, all substitutions will need to be approved by Menu Development.
- Packaging Associates: You will work closely with Packaging Associates and jointly lead volunteer groups in bagging activities. Together you will ensure accuracy, timeliness, and great volunteer experience.
- Volunteer Engagement Team: Communicating with the Volunteer Engagement Team, either directly or indirectly via Volunteer Hub, you will ensure that you are bagging and shipping needs are met with the required number of volunteers each shift/day.
- Client Services: Communicating either directly or indirectly via Client Track, you will ensure accurate numbers, so that there is the appropriate amount of each menu type available for deliveries.
- Quality Assurance Team: As we expand our Quality Assurance and Food Safety programs, your role will ensure proper time and temping needs are met both for shipping and bagging activities. You will work with QA and your management team to develop best practices and continual improvement policies.

#### Other

- Be a Champion of our mission, purpose, and values.
- Other related duties as assigned.

#### **Requirements:**

- Bilingual language skills strongly preferred (Spanish, Hmong or Somali).
- 1+ years of work experience in logistics, shipping, or delivery management preferred.
- Active Minnesota driver's license and unrestricted for work-related driving.
- Acceptable driving record and insurable under current policies.
- Access to reliable transportation.
- Interest in and ability to work directly with people living with chronic and life-threatening illnesses.
- Ability to maintain client confidentiality and compliance with HIPAA.
- A demonstrated commitment and understanding of high customer service.
- Good communication and human relation skills, with a positive attitude and friendly demeanor with clients, volunteers, and the general public.
- Excellent communication and problem-solving skills.
- Strong organizational skills and ability to work successfully both independently and collaboratively as part of a team.
- Strong ability to multi-task and work in a fast-paced, high-pressure setting.
- Ability to keep composure while working under pressure during busy periods.
- Ability to be energized and contribute to a positive team environment.
- Strong administrative/computer skills and excellent organizational skills.
- Knowledge of Microsoft Office Suite and Windows, understanding of and experience with databases.
- Experience using Client Track a plus.
- Food Safety ServSafe certification.
- High work ethic and demonstrated reliability.

- Ability to adhere to attendance and punctuality requirements, to meet time-sensitive client and business needs.
- Flexibility to work on two different worksites.
- Flexibility to work occasional evenings and weekends.
- Sensitivity and commitment 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 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 frequently lift and carry food, beverage, and other items greater than 50 pounds, and able to transport up to 70 pounds.
- Able to stand, sit, walk, bend, stoop, and twist. Requires full range of motion, manual dexterity, and eye-hand coordination.
- Able to drive a vehicle and navigate steps to deliver meals.

**Reports To:** Senior Manager of Logistics

**Location:** Minneapolis and St. Paul, MN

**Pay Rate:** \$22.60 per hour

**To Apply:**

Please send a resume and cover letter to:

**OAM HR**

- Email: [jobs@openarmsmn.org](mailto:jobs@openarmsmn.org)
- Fax: 1-866-499-1630
- Mail: 2500 Bloomington Ave, 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, pet insurance, commuter-transit and parking, 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**