



Open Arms of Minnesota Job Description: Volunteer Engagement & Delivery Experience Coordinator

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 Arms 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: June 6th, 2024

Closing Date: Until filled

Position Overview:

This full-time, hourly position contributes to the fulfillment of Open Arms' mission by engaging and retaining OAM volunteers in our kitchen and ensuring an exemplary delivery experience. This position promotes an impactful experience and nourishing community and ensures a dependable and enthusiastic population to support daily organizational needs. As the first line of face-to-face communication, this is a critical position responsible for providing customer service in the OAM buildings and at delivery. Additionally, the Volunteer Engagement & Delivery Experience Coordinator is a primary vehicle for messaging to and from volunteers and is an integral part of the overall fundraising strategy at OAM. There is a very high level of customer service and hospitality expected from this position. This position will assist in database projects to create processes for users and ensure the database information is up to date. 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 maintain the highest level of customer service to all guests, clients, and fellow team members.

Primary Job Responsibilities:

- Welcome and engage volunteers in the OAM kitchens, providing high-energy hospitality to every individual kitchen volunteer and volunteer group, from arrival to departure.

- Ensure Open Arms provides an outstanding experience for all volunteers by seeking out meaningful and regular positive interactions with them and maintaining a positive, friendly, and helpful attitude at all times.
- Provide consistent recognition to volunteers and support the planning and execution of periodic recognition events. Promote communication between staff and volunteers by making introductions and sharing needs and issues.
- Provide administrative support for the volunteer program, attendance tracking, database management, and communicating in a timely fashion via email, phone, and other communications.
- Assist in implementing volunteer retention and recognition efforts as directed by the supervisor.
- Assist the team in recruitment, retention, and recognition of volunteers.
- Assist with special events and fundraisers as assigned.
- Greet, tour, and orient new individual volunteers, groups, interns, and guests.
- Lead New Volunteer Orientations
- Support the mission, values, and brand of OAM.
- Other related duties as assigned.

Delivery Experience

- Act as main contact for all delivery drivers.
- Recruit delivery drivers for daily meal deliveries to clients.
- Greet and train volunteer drivers, explain protocols, and ensure drivers receive correct routes.
- Foster an outstanding volunteer delivery experience by maintaining a positive, friendly, helpful attitude at all times.
- Supervise interns and volunteers assisting with logistics and hospitality during the delivery process.
- Work closely with the Client Services Department to record and share pertinent delivery feedback in a timely fashion.
- Develop and/or simplify delivery process with new database (Onfleet).
- Develop a specific delivery driver recognition and onboarding plan, including a delivery specific training.
- Support and maintain volunteer hospitality space by ensuring treats are stocked and the space is welcoming.
- Support the delivery satellite relationships, but visiting, recognizing, recruiting and recording hours of our delivery satellites.

Kitchen

- Greet, tour, orient, and thank volunteers, groups, interns, and guests in both OAM kitchens.
- Foster an outstanding volunteer kitchen experience by maintaining a high-energy, positive, friendly, helpful attitude at all times.
- Help ensure Open Arms' volunteers contribute to a safe and productive kitchen environment by modeling and encouraging OAM food safety practices in both kitchens.
- Prepare for each individual shift and build rapport with volunteers by knowing volunteer names, history with OAM, and other details.
- Personalize the experience of kitchen volunteers by leading team huddles at the beginning of the shift, acknowledging new volunteers, birthdays, and other milestones, and facilitating

games, a conversation between volunteers as well as periodic recognition, drawings, or other activities.

- Promote communication between staff and volunteers by making introductions and sharing needs and issues.
- Communicate fundraising and other Open Arms messages to volunteers in the kitchen.
- Supervise all volunteers participating in the kitchen.

Database Assistance

- Ensure all delivery hours, including satellite hours are entered and up to date in database.
- Assist in analyzing volunteer data and generating reports to supervisors that reflect benchmarks, statistics, and outcomes.
- Assist in recruiting volunteers and filling open delivery, kitchen, administrative, farm, and reception shifts in order to support the daily operational needs of OAM.
- Recruit and manage volunteers for special opportunities, events, projects, etc. in partnership with other staff members.
- Respond to all delivery driver emails, inquiries and voicemails.
- Monitor volunteer cancellations and notify appropriate staff members.

Community Outreach

- Develop relationships with community partners.
- Recruit volunteers to represent OAM at volunteer fairs and community events (i.e. national night out, Pride, parades, etc.) Attend when needed.
- Build and train a robust group of community outreach volunteers to represent OAM at outreach events.
- Coordinate OAM Community Outreach supplies drop off and return.
- Ensure swag and community outreach materials are in stock and prepared for events.

Requirements:

- Past kitchen/restaurant/food service experience a plus.
- Demonstrated high-energy, friendly demeanor, and customer service excellence.
- Outstanding ability and desire to foster genuine relationships and connections with the public.
- Ability to support an experience-focused, energized, and positive team environment.
- Ability to maintain a professional demeanor under pressure.
- Past experience working with volunteers preferred.
- Valid Minnesota driver's license and reliable transportation.
- Understanding of the importance of discretion and confidentiality.
- Strong organizational skills and the demonstrated ability to work successfully both independently and collaboratively as part of a team.
- Confident communication, writing, public speaking, and human relation skills and a personal presence that garners respect from volunteers and the public at large.
- Strong ability to multi-task and work in a fast-paced, high-pressure setting.
- Understanding of computers and technology and excellent phone skills.
- Ability to maintain a detailed database. Experience with the Volunteer Hub database is a plus.
- Flexibility to work occasional evenings and weekends.
- Flexibility to work on two different worksites.

- Ability to adhere to attendance and punctuality requirements, to meet time-sensitive client and business needs.
- Sensitivity and commitment to diversity and ability to work respectfully with a wide array of coworkers 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 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 50 pounds.
- Able to stand, sit, walk, bend, stoop, and twist. Requires full range of motion, manual dexterity, and eye-hand coordination.

Reports To: Sr. Manager of Volunteer Engagement

Pay Rate: \$23.50 per hour

Locations: 380 E Lafayette Frontage Rd, St. Paul, MN 55107
2500 Bloomington Ave Minneapolis, MN 55404

Hours: 40 hours per week

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

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