



## Open Arms of Minnesota Job Description: Volunteer Engagement and Hospitality Director

### 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 is to nourish mind, body and soul. In our state-of-the-art kitchen, OAM staff members and more than 7,500 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 1,200 clients, caregivers and dependents each week, 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](http://www.openarmsmn.org)

**Position Overview:** This full-time salaried position contributes to the fulfillment of Open Arms' mission by managing and overseeing the highly relational, operations - critical volunteer program, made up of over 7500 individual and group volunteers. In addition, the Volunteer Engagement and Hospitality Director is responsible for ensuring an environment of high customer service and hospitality exists at all touchpoints with volunteers and the public. This position's main responsibilities include the development, planning, coordination and administration of volunteer services, and they are responsible for overseeing all aspects of volunteer recruitment, orientation, training and education. There is a very high level of customer service and hospitality expected from this position, and many of the work hours are spent interacting with the public. As with all OAM staff positions, this position is responsible for helping ensure all stakeholders, especially 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:

#### Oversee Volunteer Engagement Department:

- Oversees large volunteer department, ensuring that both the organization's operational needs are met and the unique, exemplary volunteer experience is nurtured.
- Develops, implements and maintains systems to screen, train, schedule, retain and recognize volunteers to best support the mission, vision and strategies of OAM.
- Recruit, train, manage and retain a diverse group of volunteers and interns, student workers, and community service workers to help fulfill OAM's mission.
- Empowers Volunteer Engagement staff to ensure that all needs of volunteers are met, all recognition is completed and volunteers understand their importance and connection to the organization.

- Works with cross-departmental leadership to assess the need for volunteers and effectively deploy them, ensuring that all departments, functions and events within the organization have adequate volunteer support.
- Represents OAM to both the internal and external volunteer community to help create a high profile, positive image of the organization.
- Ensures all volunteer shifts are filled and able to support the work of Open Arms staff members; direct support staff to contact volunteers and fill shifts when needed.
- Manages Intern Program, ensuring OAM has adequate number of general and program-specific interns year round.
- Ensures that prompt communication with all current and potential volunteers occurs, and oversees group communication including monthly email newsletters, and all volunteer appeals.
- Ensures at least quarterly family-friendly volunteer opportunities occur and are marketed.

### **Management:**

**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.

- Supervises all Volunteer Engagement staff members.
- With HR Manager as a resource, leads the functions of staff management as it relates to Volunteer Engagement Staff including recruiting, training and coaching for improved performance.
- Fosters a team-centered work environment.
- Provides effective training and ongoing performance coaching to ensure that each team member is meeting the expectation of their position and are recognized for their achievements.
- With the support of HR, provides disciplinary action when necessary and works within OAM guidelines on when to seek assistance of HR on employee or volunteer relations issues.
- Ensures the highest level of customer service and professional behavior by the Volunteer Engagement staff.
- Manages the Volunteer Engagement Coordinators' schedule, ensuring coverage in the kitchen and delivery desk, and when necessary, backs up Volunteer Engagement Coordinators

### **Planning and Reporting**

- Leads the overall direction of the Volunteer Program.
- Leads the implementation of the agency's strategic plan as it relates to the Volunteer Program.
- Oversees a revamp of the volunteer orientation process, including development of an online program.
- Works with Human Resources Department and Executive Director to revamp the volunteer training program.

- Track the activity, outputs and outcomes of volunteer contributions, reports to Board and Executive Director, and maintains accurate computerized records, including volunteer information and statistics.
- Continually assess volunteer program experiences and processes, and implement changes to facilitate growth and improvement.
- Creates and implements comprehensive volunteer recruitment plan.
- Creates annual plan for volunteer recognition that includes calendar of recognition events, plan for benchmarks and anniversaries and a permanent display in the building.
- Creates/implements volunteer retention plan that includes specific outcomes and benchmarks.

### **Hospitality**

- Engage and energize staff and volunteers to provide extraordinary services to volunteers and all guests of the building.
- With the Executive Director, set the customer service expectations and standards for staff members and train staff in implementation and maintenance.
- Oversee customer service training for all new staff members and provide training boosters annually.
- Oversee reception volunteers and set standards for hospitality at reception.

### **Other**

- Assist other department staff members with special events, community partner-related events, speaking opportunities and community activities.
- Assist with various fundraising activities and internal projects when needed.
- Greet, tour and orient new individual volunteers, groups, interns and guests.
- Participate in management team and Director team meetings.
- Work with committees and Board of Directors when requested.
- 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, values and brand of Open Arms of Minnesota.
- Other duties as assigned.

### **Requirements:**

- 3+ years leading a large (1000+) volunteer program.
- 3+ years of experience directly supervising multiple staff members.
- 5+ years' experience in volunteer coordination.
- Bachelor degree or work experience equivalent.
- Demonstrated success in effectively recruiting and retaining committed volunteers.
- Experience with volunteer databases and/or Volgistics experience preferred.
- Strong leadership skills.
- Strong organizational skills and 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.
- Understanding of the importance of client confidentiality.
- Excellent communication skills and outstanding human relations skills to ensure success working with a diverse base of volunteers, staff and clients.

- Excellent presentation skills, with demonstrated success at external and internal presentations.
- Excellent management skills that include modeling behavior for direct reports.
- A personal presence that garners respect from volunteers and the public at large.
- Flexibility to work occasional evenings and weekends.
- Ability to create and contribute to a positive team environment.
- Ability to work under pressure and deal and maintain a positive attitude in stressful situations and during busy periods.
- Sensitivity to diversity and able to work respectfully with wide array of co-workers and members of the community.
- A passion for the mission and values of Open Arms.

**Physical Requirements:**

- 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 50 pounds.
- Able to stand, sit, walk, bend, stoop and twist. Requires full range of motion, manual dexterity and eye-hand coordination.
- Able to drive vehicle.

**Reports To:** Executive Director

**Range:** \$60,000 - \$65,000

**Location:** Minneapolis, MN 55404

**Hours:** Full-Time

**To Apply:** Please send resume and cover letter detailing pertinent experience to:

- OAM HR Email: [Jobs@openarmsmn.org](mailto:Jobs@openarmsmn.org)
- Fax: 612.872.0866
- Mail: 2500 Bloomington Avenue S, Minneapolis MN 55404
- NO CALLS PLEASE

**Benefits:** This position is eligible for an excellent, comprehensive benefits package, including medical/life/STD/LTD insurance, holidays and personal time off (PTO). An employee-paid dental plan and 401K is 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, size, physical ability or socioeconomic status. We encourage diverse candidates to apply for this position.

**Equal Opportunity Employment**