



## Open Arms of Minnesota Job Description: Cook and Volunteer Ambassador

### 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 body, mind 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 1,100 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)

**Open Date:** December 11<sup>th</sup>, 2018

**Closing Date:** Until filled

### Position Overview:

This is a 40-hour-per-week, benefits-eligible position in a new high-volume production kitchen preparing and packaging ready-to-eat meals. Working as part of a team, the Cook is responsible for food preparation, kitchen safety and sanitization, overall kitchen cleanliness and organization. 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:

- Provides an outstanding environment and experience for all volunteers by
  - Regularly seeking out meaningful and positive interactions with volunteers
  - Ensuring volunteers have access to tasks and projects
  - Maintaining a positive, friendly and helpful attitude at all times
  - Setting an example to other staff by consistently providing high quality customer service, and modeling positive conflict resolution
- 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
- Direct upbeat and positive organized interactions with volunteers in the kitchen, including large groups
- Maintains a safe work environment and ensures food safety by training and actively managing staff and volunteers to the regulations and standards in food handling, food storage, equipment operation, kitchen cleanliness and personal hygiene
- Responsible for all aspects of daily food preparation and packaging in a large production kitchen

- Follow safe food handling guidelines and all applicable state and local food safety regulations
- Work on your feet, assisting in preparing the correct amount and type of ordered meals, ready for pick-up by customers
- Ensures all menu items are produced using approved recipes and are created with high-quality ingredients
- Ensure accurate labeling of all items produced in the kitchen, including sub-ingredients, allergens, product dating, etc., seeking guidance or clarification as needed from the Head Program Chef
- Identify and resolve ongoing food production issues
- Assist in the creation and implementation of new menus and recipes
- Create written documentation for new recipe development and current recipe changes for product packaging labels
- Control food waste
- Use computer as needed
- Work as a team player and step in when needed
- Demonstrate high level of customer service and professional behavior within the kitchen
- Maintains food quality, safety and presentation standards through the use of portion control and appropriate cooking, cooling and storage and packing procedures.
- Ensures that high standards of sanitation, cleanliness and safety are maintained throughout kitchen
- Assists in preparing for and catering in-house special events.
- Periodically measures food quality by tasting recipe components
- Be a Champion of our mission, purpose and values
- Other duties as assigned

#### **Requirements:**

- Experience in high-volume, commercial or production kitchens
- Great organizational skills and ability to adapt quickly to the changing needs of the business
- At least two years of culinary experience
- The drive and ability to learn new techniques and skills
- Ability to work independently and as part of a team
- Sensitivity to diversity and ability to work respectfully with wide array of co-workers and members of the community
- High work ethic and demonstrated reliability
- Ability to multi-task and keep composure while working under pressure during busy periods
- ServSafe Certified
- Ability to communicate verbally and in writing in English
- A passion for the mission and values of Open Arms
- Availability to work from 6:30am to 8:00pm
- Ability to adhere to attendance and punctuality requirements, to meet time-sensitive client and business needs

#### **Physical Requirements:**

- Able to frequently lift and carry food, beverage and other items greater than 35 pounds, stand for long periods of time, 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. Requires corrected vision, full color vision, sense of smell and taste, and hearing to normal range
- Able to operate a variety of kitchen appliances, tools and utensils, and to operate office equipment and software programs

**Reports To: Food Services Director**

**Pay Rate:** starting at \$16 per hour

**Location:**

2500 Bloomington Avenue S  
Minneapolis MN 55404

**Hours:** 40 hours per week.

**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 that includes medical/life/STD/LTD insurance, and personal time off (PTO). Employee-paid dental and 401K plans 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 diverse candidates to apply for this position.

**Equal Opportunity Employer**