



Open Arms of Minnesota Job Description: Volunteer Engagement 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 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

Open Date: March 29th, 2019

Closing Date: April 22nd, 2019

Position Overview:

This full-time, hourly position contributes to the fulfillment of Open Arms' mission by engaging and retaining OAM volunteers **primarily in our kitchen**, promoting an impactful experience and nourishing community, and ensuring a dependable and enthusiastic population to support daily organizational needs. This position is the first line of face-to-face communication and as such is a critical person responsible for providing customer service in the OAM building, primarily in the kitchen and at the delivery desk. Additionally, the Volunteer Engagement Coordinator is a primary vehicle of 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, and the majority of the work hours are spent interacting face-to-face with the public. 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 kitchen, providing high-energy hospitality to every individual kitchen volunteer and volunteer group, from arrival to departure.
- Communicate weekly Community Engagement Open Arms messages to volunteers as assigned.

- 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 some administrative support for 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 supervisor.
- Assist with special events and fundraisers as assigned.
- Greet, tour and orient new individual volunteers, groups, interns and guests.
- Periodically support delivery drivers and meal delivery program.
- Support the mission, values and brand of OAM.
- Other duties as assigned.

Delivery Desk

- 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.
- Work closely with Client Services Department to record and share pertinent delivery feedback in a timely fashion.
- Support and maintain volunteer hospitality space by ensuring treats are stocked and space is welcoming.

Kitchen

- Greet, tour and orient volunteers, groups, interns and guests in the kitchen.
- 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 the kitchen.
- 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, 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.
- Communicate with the Corporate and Partnerships Manager to ensure that all kitchen groups receive follow-up communication relative to weekly messages.

- Lead corporate and other groups of volunteers in the kitchen, with cooperation from other members of the Community Engagement team.
- Supervise all interns and volunteers participating in the kitchen.

Requirements:

- Demonstrated high-energy, friendly demeanor and customer service excellence.
- Outstanding ability and desire to foster genuine relationships and connections with the public.
- Ability to maintain professional demeanor under pressure.
- Past experience working with volunteers preferred.
- 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.
- Ability to support an experience-focused, energized and positive team environment.
- Understanding of computers and technology and excellent phone skills.
- Ability to maintain a detailed database. Experience with Volgistics volunteer database a plus.
- Flexibility to work occasional evenings and weekends (up to two Saturdays per month).
- Ability to adhere to attendance and punctuality requirements, to meet time-sensitive client and business needs.
- Understanding of the importance of client confidentiality.
- Bachelor degree OR work experience equivalent.
- Past kitchen/restaurant/food service experience a plus.
- Valid Minnesota driver's license and reliable transportation.
- Sensitivity to diversity and ability to work respectfully with wide array of coworkers 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).
- 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.
- Able to operate computer, volunteer database and other software programs.

Reports To: Director of Volunteer Engagement and Hospitality

Pay Rate Range: \$17.00 - \$18.50

Location: 2500 Bloomington Avenue S
Minneapolis MN 55404

Hours: 40 hours a week

To Apply:

Please send resume and cover letter to:

OAM HR

- Email: 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/AD&D/STD/LTD insurance and personal time off (PTO). An employee-paid dental plan 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