



Open Arms of Minnesota Job Description: Logistics & Shipping 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 mind, body and soul. In our state-of-the-art kitchen, OAM staff members and more than 7,600 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 2,400 clients, caregivers and dependents annually, 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.

Position Overview:

This is a full-time exempt and benefits-eligible position that works primarily Monday through Friday each week in the Logistics Department. The Logistics & Shipping Coordinator is responsible for the growth and oversight of the Open Arms pack-out and shipping programs. The shipping program is rapidly expanding and will likely service hundreds of clients in greater Minnesota. This position will be expected to manage the day-to-day OAM pack-out and shipping logistics, expand and formalize shipping operations, champion Open Arms' use of efficient and innovative delivery methods, and cultivate strong relationships with delivery and shipping partners. This position is also expected to help manage the day-to-day OAM delivery logistics. 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:

Pack-out and Delivery Logistics

- Complete all morning pre-pack-out preparations, including the set-up and tagging of delivery racks, tracking of PICKUP bags, ensuring the delivery of client inserts, birthday cards, cakes, and welcome packets, and providing direction to volunteers to guarantee the timely start of meal packaging.
- Create route order list the day before delivery and communicate to all Client Services and Delivery staff members. Ensure accuracy of bag and route sheets color coding, tag routes and order bags the day before delivery.
- Act as the staff lead for pack-out and perform the final accuracy check of packaged meals to ensure the safety of our clients with allergies and medically tailored meal needs.
- In the absence of the Logistics Manager, create route edits for 3 days out; print route

sheets and meal labels to be mapped, colored, and attached to bags by volunteers and interns.

- 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 in the event of a client or delivery related emergency.
- Ensure client confidentiality and compliance with HIPAA.
- Ensure maintenance and tidiness of the delivery and community space, and assisting with the quick cleaning of delivery bags to limit pile up.
- In the absence of the Logistics Manager, write the daily delivery plan by 8:30 am and distribute to Client Services, Dieticians, Volunteer Engagement and Logistics Teams.
- Assist in processing late cancellations as needed.
- Provide back-up delivery if necessary.

Shipping

- Continually update and re-design shipping operations as shipping continues to scale up by engaging in R&D, testing new packaging technologies, seeking cost effective products and methods of ensuring safe and accurate shipments to clients.
- 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 fulfill 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 cost of all shipping related supplies.
- Ensure that shipping supplies are within established budget, and seeking new solutions to further reduce costs and labor.
- Be present for the daily pick-up of shipped meals.
- Work closely with Volunteer Engagement Team regarding any volunteers, interns, or Americorps members 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.
- Create and execute shipping plans for shipping disruptions such as blizzards and holidays.
- Collect shipping data and build capacity to create reports based off of collected data.

Other

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

Requirements:

- Bilingual language skills strongly preferred (Spanish, Hmong or Somali).
- 4+ years of work experience in logistics, shipping or delivery management.

- Valid Minnesota Driver's license and satisfactory driving record.
- Access to reliable transportation.
- Ability to communicate verbally and in written English.
- 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.
- 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 energizing 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 ServTracker a plus.
- 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 occasional evenings and weekends.
- Sensitivity and commitment to diversity and ability 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 a vehicle and navigate steps to deliver meals.

Reports To: Logistics Manager

Pay Rate: \$42,000 - \$45,000

Location: 2500 Bloomington Avenue S
Minneapolis MN 55404

Hours: 40 hours per 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 that includes medical/life/ STD/LTD insurance, and personal time off (PTO). Employee-paid dental and retirement 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