



Open Arms of Minnesota Job Description: Client Services Manager

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 7,600 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.

To learn more, visit www.openarmsmn.org

Open Date: November 6th, 2020

Closing Date: Until filled

Position Overview:

This full-time salaried position contributes to the fulfillment of Open Arms' mission by managing a rapidly-growing client services program that ensures clients receive the highest quality services from OAM. The Client Services Manager is responsible for enhancing the existing client program, overseeing the day-to-day operations of the Client Services Department, upholding policies and procedures, and measuring client satisfaction and program efficacy.

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:

Operations

- Manage the day-to-day operations of the Client Services Department including client enrollment, recertification, and client evaluation processes.
- Act as an administrator of the ServTracker database, establishing protocols and procedures and becoming a resident "expert" in both entering data and exporting reports.
- Evaluate effectiveness, and report on program results by generating reports, and

building queries from the Client Services database for OAM internal reporting or stakeholders.

- Oversee all client communication in regards to logistical changes, OAM activities, policy changes, and other important client notices.
- Facilitate annual client survey.
- Work with Contract Manager and Reporting Specialist to manage data collection and reporting for Ryan White government funding, and preparation for annual Ryan White audit. Participate in site-visits
- Work with other program staff to facilitate supplemental programs, including client birthdays, microwaves, food safety kits and holiday deliveries.
- Ensure weekly and monthly Client Services metrics are being met, in regards to onboarding and following up with clients in a timely manner.
- Handle escalated, higher-level complaints and difficult conversations with current and potential clients.
- Provide exemplary customer service to all clients regardless of circumstance, representing OAM with clear boundaries, confidentiality, high ethics, professionalism, and communicating in a timely and respectful fashion to all client questions and concerns.
- Provide OAM management staff with client stories and anecdotal information, representing the specific health and nutrition issues that OAM clients face.

Planning

- Ensure Client Services staff are upholding department policies and procedures and report to Supervisor when there are barriers to meeting these guidelines.
- Work with Supervisor to help facilitate the Client Advisory committee.
- Work with program leadership to design client policies and procedures.
- Oversee the rolling recertification process to ensure all paperwork is being collected and entered in a timely manner.
- Work with supervisor to ensure that all forms/applications reflect changes to the program and are updated regularly.

Staffing

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.

- Work with Human Resources and Supervisor to recruit, interview and select well-qualified Client Services staff.
- Manage the hiring, scheduling, and performance development of all Client Services staff, as well as all Client Services volunteers and interns.
- Meet regularly with direct reports to provide direction, input and feedback, and setting and monitoring annual goals.

- Ensure all Client Services staff members receive orientation and appropriate training in accordance with organizational standards.

Leadership

- Work with supervisor to help maintain effective working relationships with OAM's referral agencies.
- Visit community and referral partners when asked by supervisor.
- Write Client Services reports as asked by supervisor or CEO.

Other

- 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, value and brand of Open Arms of Minnesota.
- Serve as back-up for Contract Manager and Reporting Specialist
- Other duties as assigned.

Requirements:

- Bachelor's degree or equivalent professional experience.
- 2+ years' experience supervising staff in a similar sized client-focused program in a non-profit, medical facility or other service-based organization preferred
- 2-4 years work experience in a social-service program working directly with clients.
- Strong leadership skills.
- Strong ability to multi-task and work in a fast-paced, high-pressure setting.
- Strong organizational skills and ability to work successfully both independently and collaboratively as part of a team.
- Strong communication skills and outstanding human relations skills; demonstrated ability to maintain composure during difficult circumstances and consistently provide compassionate care to people in crisis.
- Demonstrated excellence in customer service or direct client services.
- Interest in and ability to work directly with people living with a life-threatening illness
- Experience creating database reports, building queries for statistics used in grant reporting as well as internal tracking.
- Experience running SQL queries, extensive Excel knowledge, and using ServTracker database a plus.
- Ability to create and contribute to a positive team environment
- Active Minnesota driver's license and access to reliable transportation
- Be available by cell phone.
- Flexibility to work occasional evenings and weekends.
- Sensitivity and commitment 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).
- 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 Client Services

Location: Minneapolis MN 55404

Pay Rate: \$49,000- \$53,000 annually

Hours: Full-time, 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