



## **Open Arms of Minnesota Job Description: Baker 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 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 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.

### **Position Overview:**

The Bakery is responsible for producing around 12,000 – 15,000 items per week. This is a full-time hourly position that contributes to the fulfillment of Open Arms' mission by providing assistance with food production tasks on a regular basis and occasional catering or special events. Unlike many baker's positions, this position extensively interacts with the general public and much of the job is greeting, checking in with, and thanking volunteers in the OAM kitchen. This position is a part of a team that is responsible for recipe research and development, food safety and sanitization, overall Bakery cleanliness and organization, and management of volunteers in the Bakery. 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:**

- Handle daily Baking production, assistance with catering and other events.
- Assign tasks to volunteers in relation to daily food production.
- 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.
- Work with volunteer services to set up special programs and tasks for special groups (corporate, youth, special needs, etc).
- Teach volunteers basic Baking and food safety skills so they can be productive and safe in the kitchen.
- Maintain a work environment that is safe, respectful and productive for everyone.
- Identify and resolve ongoing Bakery production issues.
- Establish quality standards in Bakery production, packaging and storage.
- Assist in the creation and implementation of new menus and recipes.
- Control food waste.
- Work as a team player and step in when needed.

**Requirements:**

- At least 5 years of experience as professional baking experience or equivalent, including menu planning.
- Experience in high-volume fine dining, catering, or institutional setting.
- Excellent culinary abilities.
- ServSafe Certified.
- Ability to work independently and as part of a team.
- A demonstrated commitment and understanding of high customer service.
- Ability to multi-task and keep composure while working under pressure during busy periods.
- The ability to maintain a positive attitude and cheerful demeanor in stressful situations.
- Sensitive to diversity and able to work respectfully with wide array of co-workers and members of the community.
- Experience teaching or public speaking.
- High work ethic and demonstrated reliability.
- Flexible schedule with ability to work weeknights and weekends.
- Ability to adhere to attendance and punctuality requirements, to meet time-sensitive client and business needs.
- Great organizational skills and ability to adapt quickly to the changing needs of the business.
- The drive and ability to learn new techniques and skills.
- Ability to be energizing and contribute to a positive team environment.
- Ability to communicate verbally and in writing in English.
- A passion for the mission and values of Open Arms.

**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.
- Able to operate standard office equipment such as telephone, computer, printer and copy machine.

**Reports To:** Bakery Manager

**Pay Rate:** \$17.00 - \$18.00 per hour

**Location:** 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 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**