



## **Open Arms of Minnesota Job Description: Security/Receptionist 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.

To learn more, visit [www.openarmsmn.org](http://www.openarmsmn.org)

**Open Date:** December 8<sup>th</sup>, 2020

**Closing Date:** Until filled

### **Position Overview:**

This full-time hourly and benefits-eligible position is responsible of providing an atmosphere in which all clients, volunteers and on-site visitors feel welcomed and acknowledge by providing a courteous, respectful and pleasant interactions. The Security Receptionist is also responsible for ensuring that the buildings and grounds are secure, safe and tidy. 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:**

#### Reception:

- Provides a courteous, respectful and pleasant interaction with each building visitor, greeting visitors with a smile, and ensuring their needs are met.
- Responsible for promptly welcoming on-site guests and announcing visitors to appropriate staff member.
- Offer all guests resources to make them feel more comfortable including, but not limited to an area to sit and direction to the hospitality station (coffee & treats).
- Receive packages and notify/distribute to appropriate Department or staff member.
- Answer the phone and direct calls to appropriate staff member or Department.

- Demonstrate high level of customer service and professional behavior at all times.
- Ensure that the building main entrances are clear, safe and clean.
- Supervise the work of the volunteer reception assistants.
- Assist pick-up clients by getting meals out of the refrigerator/freezer.
- Ensure visitors log in to the building.
- Ensure all visitors to building are screened for COVID-19 symptoms and compliant with COVID-19 policies to enter building.

#### Security:

- Observe foot traffic within the building and premises, ensuring that all visitors are accounted for and accompanied throughout the building.
- Physically walk the parking lot, perimeter and interior of the building once per hour, ensuring unauthorized visitors are asked politely to leave, and report suspicious behavior and/or activity, and security concerns to the Director of Operations and, in their absence, to the CEO.
- Monitor the Organization camera surveillance for unauthorized visitors in exterior of building.
- Responsible for maintaining site-specific safety policies and procedures and implement emergency response activities as appropriate.
- Assist Director of Operations in running all weather and emergency drills in building.
- Contact public safety authorities as appropriate for the circumstances and/or as required.

#### Other:

- Monitor building for repairs and maintenance and alert the Building and Grounds Coordinator when maintenance is required.
- Support the work of the Director of Operations.
- Serve on the OAM Safety Committee.
- Assist Buildings and Grounds Coordinator when needed.
- Provide administrative support when needed.
- 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 as a team player and step in when needed.
- Be a Champion of our mission, purpose and values.
- Other duties as assigned.

#### **Requirements:**

- Experience in customer service required.
- Experience in security preferred.
- Ability to communicate verbally and in writing in English.
- Strong communication and interpersonal skills with ability to deal with all levels of personnel and the general public in a professional and effective manner.
- A demonstrated commitment and understanding of high customer service.
- Ability to contribute to a positive team environment.
- Ability to defuse confrontation.
- Ability to handle crisis situations calmly and efficiently.

- Demonstrated ability to maintain a positive attitude and calm demeanor in stressful situations.
- Demonstrated ability to and experience in multi-tasking and keep composure while working under pressure during busy periods.
- Ability to work independently and as part of a team.
- Great attention to detail.
- High work ethic and demonstrated reliability.
- Flexible schedule with ability to work occasional weeknights or weekends.
- Ability to adhere to attendance and punctuality requirements, to meet time-sensitive client and business needs.
- 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 work in various environments such as cold weather, rain, snow or heat.
- Able to stand or walk on various surfaces for long periods of time.
- 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 Operations

**Pay Rate:** \$17.00 - \$19.00 per hour

**Location:** Minneapolis MN 55404

**Hours:** 40 hours per week

**To Apply:**

Please send resume and cover letter 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**