



## **Open Arms of Minnesota Job Description: Volunteer Community 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 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:** February 23<sup>rd</sup>, 2021

**Closing Date:** Until filled

### **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**, but also our partner kitchen the Kitchen of Opportunities (KOO). This position promotes an impactful experience and nourishing community, and ensures a dependable and enthusiastic population to support daily organizational needs. As the the first line of face-to-face communication, this is a critical position responsible for providing customer service in the OAM building and at KOO 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. Working with the Database Specialist, this position will assist in database projects to create processes for usage and ensure the database information is up to date. Once Community Outreach is up and going again, this person will coordinate those events with volunteers. 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 and KOO kitchen, providing high-energy hospitality to every individual kitchen volunteer and volunteer group, from arrival to departure.
- 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 the team in recruitment, retention and recognition of volunteers.
- 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.

### Database Assistance

- Support Volunteer Hub processes and maintenance, including new volunteer onboarding administrative processes, record keeping, service auditing, scheduling and retention practices.
- Assist in analyzing volunteer data and generate reports to supervisor that reflect benchmarks, statistics and outcomes.
- Assist in recruiting volunteers and fill open delivery, kitchen, administrative, farm and reception shifts in order to support the daily operational needs of OAM.
- Recruit and manage volunteers for special opportunities, events, projects, etc. in partnership with other staff members.
- Serve as a contact for volunteer inquiries.
- Respond to all volunteer emails from website, and direct where appropriate.
- Monitor volunteer cancellations and notify appropriate staff members.

### Community Outreach

- Develop relationships with community partners.
- Recruit volunteers to represent OAM at volunteer fairs and community events (i.e. national night out, Pride, parades, etc.) Attend when needed.
- Build and train robust group of community outreach volunteers to represent OAM at outreach events.
- Coordinate OAM Community Outreach supplies drop off and return.
- Ensure swag and community outreach materials are in stock and prepared for events.

## 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, orient and thank volunteers, groups, interns and guests in both OAM and KOO kitchens.
- 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 both kitchens.
- 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.
- Supervise all 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 Volunteer Hub 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:** Senior Director of Volunteer Engagement

**Pay Rate:** \$17.00-\$18.50 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, personal time off (PTO), paid Holidays and an employer match program for the retirement plan. We also offer and employee-paid dental plan.

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**