



Open Arms of Minnesota Job Description: Volunteer Engagement and Administrative 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 6,600 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 3,000 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: October 15th, 2021

Closing Date: Until filled

Position Overview: This full-time position in the Volunteer Engagement Department contributes to the fulfillment of Open Arms' mission by providing the internal administrative support necessary to provide a consistent and positive experience to volunteers and ensuring a dependable and enthusiastic population of volunteers to support daily organizational needs. As with all staff positions at Open Arms, this position is responsible for helping to ensure an exemplary experience for our volunteers and interns and will be expected to consistently maintain a high level of customer service to clients, volunteers, donors, and other staff members.

Primary Job Responsibilities:

- Act as main administrative support for Volunteer Engagement team.
- Manage general *Volunteer* email inbox by responding or forwarding to the appropriate staff.
- Assist with the management of the *Group* email inbox by responding to initial inquiries for volunteer group opportunities.
- Monitor all volunteer cancellations and notify appropriate staff members.
- Recruit volunteers and fill open kitchen, administrative, farm and reception-shift to support the daily operational needs of OAM.

- Recruit and manage all administrative volunteers including the reception volunteers.
- Train new receptionists, ensuring they understand and adhere to reception policies, and maintain and update resources regularly.
- Support the work of reception, acting as host when needed.
- Greet, tour and orient visitors to the building when needed.
- Assist the team in retention and recognition of volunteers.
- Assist with special events and fundraisers as assigned.
- Support the work of the kitchen and delivery, acting as host 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, helpful attitude.
- Support the mission, values, and brand of Open Arms of Minnesota.
- Other related duties as assigned.

Requirements:

- Demonstrated excellence in customer service and friendly demeanor, including email, phone and in-person experience.
- Previous experience working with volunteers preferred.
- Excellent communication skills (oral and written).
- Valid drivers' license preferred.
- Able to keep calm and positive attitude in demanding and busy situations.
- Ability to be energizing and contribute to a positive team environment.
- Understanding and observing discretion and confidentiality requirements.
- Extremely detail-oriented, well-developed organizational skills and ability to handle multiple projects at the same time.
- Demonstrated ability to work independently and collaboratively.
- Advanced ability in MS Office.
- Flexibility to work on two different sites.
- Ability to adhere to attendance and punctuality requirements, to meet time-sensitive client and business needs.
- Ability and flexibility to work during hours of operation, including 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:

- Ability to communicate verbally and in writing in English.
- 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: Senior Director of Volunteer Engagement

Location: Minneapolis, MN 55404

Pay Rate: \$19.23 per hour

Location: Minneapolis, MN 55408

Hours: Full-time

To Apply:

Please send resume and cover letter detailing pertinent experience 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), retirement plan with employer match program. Employee-paid dental plan is 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