



Open Arms of Minnesota Job Description: Delivery and Logistics Director

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: By Providing food as medicine, we nourish our clients and build community. 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: June 6th, 2022

Closing Date: Until filled

Position Overview: This full time, salaried, benefits-eligible position contributes to the fulfillment of Open Arms' mission by overseeing agency logistics: from the movement of product and meals between kitchens, to delivery preparation, to meal pick-up by volunteers, to the point of delivery and/or shipping to clients, this position is responsible for ensuring client meals arrive at the homes of more than 1300 clients every week. This position will be expected to manage the day-to-day OAM delivery logistics, provide expert guidance to the expansion of our shipping operation, champion Open Arms' use of efficient and innovative delivery methods, and cultivate strong relationships with outside satellite and delivery partners. The Delivery and Logistics Director is responsible for overseeing the Department, and supervising multiple staff, interns, and 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 consistently maintain a high level of customer service to all guests, clients, and fellow team members.

Primary Job Responsibilities:

- Ensures successful delivery from beginning to end of client meals and OAM products between multiple kitchen locations, including delivery by staff, volunteers, and shipping via third party carriers.
 - Supervises delivery and shipping product and material purchasing with ongoing monitoring of cost effectiveness while maintaining food safety standards.

- Coordinates and participates in the daily reporting, routing, packing, delivery, and shipment of meals to OAM clients within our core delivery area and across the state of Minnesota.
 - Supervises and provides oversight to the procedural chain of packing, distributing, and delivering meals to all clients.
 - Provides oversight of mapping and routing of all active clients to maintain efficient, timely deliveries and effective volunteer driver engagement and retention.
 - Provides oversight and planning to the Logistics Manager to ensure the day-to-day planning reflects the overall organizational direction and needs.
 - Leads organizational efforts in supplemental/once per year delivery programs, including client birthdays, microwaves, food safety kits, blizzard boxes, Thanksgiving meals, and other special project deliveries.
 - Continually evaluates distribution processes and procedures to improve efficiency and implement technology along with process changes that are both scalable and sustainable.
 - Coordinates and manages continuous research and development to ensure up to date and most efficient coordinating of distribution practices.
 - Manages inventory and supply distribution across multiple locations to ensure all processes and procedures can be carried out with integrity regardless of location or date.
- Ensures the accuracy and timeliness of all daily logistical aspects of the Department.
 - Working and proficient knowledge of food safety standards for handling, delivery, and shipping.
 - Monitors and ensures food safety and quality of meals throughout the distribution process.
 - Working inventory knowledge and collaboration with the Food Services Director to ensure distribution is reflecting the needs of kitchen operations.
 - Works with on-site and off-site kitchen teams to arrange internal logistics between Open Arms' two kitchens, and any storage facilities.
 - Proper maintenance and utilization of information systems used for scheduling and routing client deliveries.
 - Develops and maintains vendor relationships.
 - Maintains inventory and organization of distribution/packing areas and related materials.
 - Serves as backup delivery driver as necessary
 - Ensures proper staff coverage utilizing paid staff, volunteers, and interns.
 - Supervision and management of Departmental staff, schedules, and PTO to ensure no disruption to Department functions.
 - Monitors and directs workloads for all direct report staff, interns, and volunteers on a daily basis.
 - Ensures each Logistics and Distribution led shift is fully and properly staffed to maintain food and process integrity.
 - Working knowledge and collaboration with the Senior Director of Volunteer Engagement to ensure a full understanding of Volunteer support capabilities as it pertains to Logistics and Distribution.
 - Working knowledge of our Satellite locations and coordinating with Volunteer Engagement to ensure our Satellites are adhering to our distribution best practices and safety standards.

- Ensures all staff adhere to the HIPAA policies of Open Arms of Minnesota and implements distribution procedures and policies to ensure the protection of our client's health information.
- Coordinates training for all new drivers - staff, volunteers, or interns to ensure food safety and procedural integrity.
- Ensures consistent and clear communication between all operational based Departments.
 - Participates in the organizational operations meetings, Directors' meetings, and other meetings as needed and/or requested.
 - Ensures the accurate departmental documentation of client and delivery related notes.
 - Provides timely submission of incident reports in the event of a client or delivery related emergency.
 - In conjunction with other Departments, contributes, evaluates, and implements strategic planning for organizational goals and initiatives.
- Manages the OAM fleet of vehicles,
 - Manages the schedule of all vehicles used in delivery and transport
 - Trains staff on appropriate use of vehicles
 - Communicates maintenance requests in a timely fashion to the Director of Operations.

Expectations for all Directors/Supervisors: Directors 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 Directors 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 Logistics and Delivery staff.
- Manage the hiring, scheduling, and performance development of all Logistics and Distribution staff, as well as all Logistics and Distribution volunteers and interns.
- Meet regularly with direct reports to provide direction, input, and feedback, and setting and monitoring annual goals.
- Ensure all Logistics and Distribution staff members receive orientation and appropriate training in accordance with organizational standards.

Volunteers

- Provide exemplary customer service to new and returning volunteer drivers.
- 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 at all times.
- Assist Volunteer Delivery Coordinator with volunteer communications regarding delivery related issues.

Other

- Be a champion of our mission, purpose, and values.
- Other duties as assigned.

Requirements:

- 5+ years of work experience in logistics and delivery management.
- 2+ years of experience overseeing complicated, multi-faceted logistic operations
- 2+ years of experience supervising staff.
- Active Minnesota driver's license and unrestricted for work-related driving.
- Acceptable driving record and insurable under current policies.
- Access to reliable transportation.
- Food service experience preferred.
- Familiarity with Work Wave preferred.
- Ability to communicate verbally and in written English.
- Bilingual language skills strongly preferred (Spanish, Hmong or Somali).
- Strong leadership skills, and skills managing a budget.
- Strong organizational skills and ability to work successfully both independently and collaboratively as part of a team.
- Ability to multi-task, while still being highly detail oriented, and keep composure while working under pressure during busy periods.
- Ability to create and contribute to a positive team environment.
- 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.
- Ability to maintain client confidentiality and compliance with HIPAA.
- Experience creating database reports, building queries for statistics used in grant reporting as well as internal tracking.
- Experience using CRM database a plus.
- Experience running SQL queries, extensive Excel knowledge
- Availability by cell phone.
- Flexibility to work occasional evenings and weekends.
- Ability to adhere to attendance and punctuality requirements, to meet time-sensitive client and business needs.
- High work ethic and demonstrated reliability.
- 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.
- Must be able to drive all vehicles that are part of the OAM fleet, including a box-truck and a van.

Reports to: Senior Director of Programs

Compensation: \$70,000 to \$75,000 annually

Location: Minneapolis, MN 55408

Hours: 40 hours per week

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/dental/life/ STD/LTD insurance, paid Holidays, and personal time off (PTO), retirement plan with employer match program. Employee-paid vision 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