



Open Arms of Minnesota Job Description: Logistics & Shipping 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: 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 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

Open Date: June 16th, 2022

Closing Date: Until filled

Position Overview:

This is a full-time exempt and benefits-eligible position that works primarily Monday through Friday each week in the Logistics Department. The Logistics & Shipping Coordinator is responsible for the growth and oversight of the Open Arms shipping program. The shipping program is rapidly expanding and will likely service hundreds of clients in greater Minnesota. This position will be expected to manage the day-to-day OAM shipping logistics, expand and formalize shipping operations, champion Open Arms' use of efficient and innovative delivery methods, and cultivate strong relationships with delivery and shipping partners. This position is also expected to work on day-to-day OAM delivery logistics. 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:

Shipping

- Continually update and re-design shipping operations as shipping continues to scale up by engaging in R&D, testing new packaging technologies, seeking cost effective products and methods of ensuring safe and accurate shipments to clients.

- Run day-to-day shipping operations including weekly, bi-weekly, or possibly daily shipping pack-out.
- Ensure that OAM is stocked with all shipping supplies necessary to fulfill weekly shipments and that all necessary supplies and menu items are frozen in time for shipping.
- Act as the staff lead for shipping pack-out and perform the final accuracy check of packaged meals to ensure the safety of our clients with allergies and medically tailored meal needs.
- Maintain orderly storage space for all shipping related supplies.
- Develop auditing protocol to maintain and track inventory and cost of all shipping related supplies.
- Ensure that shipping supplies are within the established budget and seeking new solutions to further reduce costs and labor.
- Be present for the daily pick-up of shipped meals by contracted carrier.
- Provide direction to interns, volunteers, and work-study students throughout the workday, and maintain close monitoring and coaching of volunteers to ensure accuracy of logistical tasks.
- Work closely with Volunteer Engagement Team regarding any volunteers, interns, or Americorps members supporting shipping projects.
- Work closely with Client Services Team to ensure accurate client shipping lists.
- Communicate with Client Services Team when shipping errors prevent successful food delivery.
- Create, assess, and maintain protocols and procedures with the Client Services team to make continuous improvement to the client experience based off client feedback.
- Coordinate re-deliveries in response to shipping errors.
- Create and execute shipping plans for shipping disruptions such as blizzards and holidays.
- Provide timely submission of incident reports in the event of a client or delivery related emergency.
- Collect shipping data and build capacity to create reports based off of collected data.
- Ensure client confidentiality and compliance with HIPAA.
- Ensure maintenance and tidiness of the delivery and community space and assist with the quick cleaning of delivery bags to limit pile up.
- Under the direction of the Logistics and Delivery Director, develop safety protocols and ensure they are being followed.

Other

- Support Logistics & Delivery tasks, including daily meal pack-out process, delivery/route preparations, and back up delivery driving.
- Have a working knowledge of safety and usage protocols for all fleet vehicles, organization machinery, and tools. Ensure equipment is functioning on a weekly basis and report any issues with equipment in a timely fashion.
- As it applies to the shipping program, participate in audits, meetings, and trainings for contracted funding.

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

Requirements:

- Bilingual language skills strongly preferred (Spanish, Hmong or Somali).
- 4+ years of work experience in logistics, shipping, or delivery management.
- Valid Minnesota Driver's license and satisfactory driving record.
- Access to reliable transportation.
- Interest in and ability to work directly with people living with chronic and life-threatening illnesses.
- Ability to maintain client confidentiality and compliance with HIPAA.
- Demonstrated excellence in customer service or direct client services.
- Excellent communication and problem-solving skills.
- Strong organizational skills and ability to work successfully both independently and collaboratively as part of a team.
- Strong ability to multi-task and work in a fast-paced, high-pressure setting.
- Ability to keep composure while working under pressure during busy periods.
- Ability to be energizing and contribute to a positive team environment.
- Strong administrative/computer skills and excellent organizational skills.
- Knowledge of Microsoft Office Suite and Windows, understanding of and experience with databases.
- Experience using ServTracker and/or Client Track a plus.
- High work ethic and demonstrated reliability.
- Flexibility to work in two different worksites.
- Ability to adhere to attendance and punctuality requirements, to meet time-sensitive client and business needs.
- Flexibility to work occasional evenings and weekends.
- 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:

- Ability to communicate verbally and in written English.
- Able to operate standard office equipment (such as telephone, computer, printer, and copy machine), 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 drive a vehicle and navigate steps to deliver meals.

Reports To: Delivery and Logistics Manager

Pay Rate Range: \$45,000-\$49,000 annually

Hours: Full-time, 40 hours per week.

Location: Minneapolis and St. Paul, MN

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