



Open Arms of Minnesota Job Description: Volunteer Engagement & Groups Coordinator

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 3rd, 2022

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**, promoting an impactful experience and nourishing community, and ensuring a dependable and enthusiastic population to support daily organizational needs. This position is the first line of face-to-face communication and as such is a critical person responsible for providing customer service in the OAM building, 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, and most of the work hours are spent interacting face-to-face with the public. 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 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 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.

Group Coordination

- Respond to group requests in a timely manner.
- Collaborate with Development Department to actively recruit corporate and community groups.
- Schedule groups and coordinate open dates, manage roster, keep all staff calendar updated.
- Ensure all group information and waivers are complete and in volunteer database.
- Orient and train groups on volunteer expectations prior to their shift.
- Lead kitchen groups both corporate and community.
- Follow up with groups on their experience, their impact to continue engagement.
- Collaborate with Development Department on holiday group opportunities and outreach events.

Delivery Support

- 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.

Kitchen

- Greet, tour and orient volunteers, groups, interns and guests in the kitchen.
- 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 the kitchen.
- 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.
- Communicate with the Corporate and Partnerships Manager to ensure that all kitchen groups receive follow-up communication relative to weekly messages.
- Lead corporate and other groups of volunteers in the kitchen, with cooperation from other members of the Volunteer Engagement Team.
- Supervise all interns and volunteers participating in the kitchen.

Requirements:

- Experience working with volunteers preferred.
- 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.
- 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.
- Ability to maintain a positive attitude and cheerful demeanor in stressful situations.
- 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 during hours of operations, including Saturday.
- Flexibility to work in two different sites.
- Ability to adhere to attendance and punctuality requirements, to meet time-sensitive client and organizational needs.
- Understanding of the importance of client confidentiality.
- Sensitivity and commitment 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:

- Ability to communicate in English verbally and in writing.
- 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

Location: Minneapolis, MN 55404

Compensation: starting at \$19.00

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/dental/life/ STD/LTD insurance, 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