



Open Arms of Minnesota Job Description: Senior Manager of Client Services

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: January 3rd, 2023

Closing Date: Until filled

Position Overview: This full-time, salaried position contributes to the fulfillment of Open Arms' mission by overseeing the operational success of the Open Arms client program and ensuring that client programs meet the needs of our clients. The Sr. Manager of Client Services will oversee and administer ongoing programming including planning, organizing, staffing, leading, evaluating, and controlling the activities of the Client Services Department. This position will oversee approximately 7 full-time and part-time staff members, as well as 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 consistently maintains a high level of customer service to all guests, clients, and fellow team members.

Primary Job Responsibilities:

- Ensure that services to clients are operating at the highest level of effectiveness and professionalism, maintaining superior customer service.
- Oversee all aspects of services to clients: maintaining the intake and referral process, collecting, and maintaining client records, documenting services provided, ensuring cancellations and changes are recorded, ensuring services match needs, and working across departments with OAM Kitchen, Nutrition Department, and Volunteer Engagement Department.
- Ensure successful delivery of client meals and other OAM products from beginning to end to all clients, including delivery by staff, volunteers, and shipping via third-party carriers
- Model the highest ethical behavior and set the standard for superior customer service to Open Arms clients, volunteers, and stakeholders.
- Develop, implement, and maintain policies, operating procedures, and training related to client services' data management, client intake, and meal deliveries to OAM clients.

- Evaluate effectiveness and report on results by generating reports and build queries from the client services database for OAM internal reporting or stakeholders.
- Oversee contract fulfillment, data collection, and reporting to government funding and other private and public party contracts, participating in site visits, overseeing contract management staff, ensuring activities are taking place, monitoring billing and invoicing, and acting as a liaison for the county, state, and other contract contacts.

Operating

- Monitor the program activities on a regular basis, ensuring the highest quality of services to clients.
- Oversee the development and implementation of all program policies and procedures, and ensure that program activities, meal deliveries, and shipments operate within the policies and procedures of the organization.
- Ensure that program activities comply with all relevant legislation and professional standards.
- Endure deliveries and shipments of meals to clients are made when they are scheduled to be made and with the correct procedures.
- Ensure logistics of meal packing and delivery are efficient, organized, and correct – evaluate and improve processes when needed.
- Develop necessary forms and records to document program activities.
- Oversee the collection and maintenance of records on the clients of the program for statistical purposes.
- Ensure regular communication occurs with and between referrers and clients.
- Lead department efforts in supplemental programs, including client birthdays, holiday deliveries, and other special events.
- Develop and maintain effective working relationships with OAM's referral agencies.
- Act as the administrator of the ServTracker database, establishing protocols and procedures and becoming the resident “expert” in both entering data and exporting reports.
- Oversee management of “satellite” delivery locations, ensuring clients are receiving food, making regular site visits to nurture relationships, and ensuring satellites are following protocols.

Planning

- Plan the delivery of the overall program and its activities in accordance with the mission, strategic plan, and goals of Open Arms.
- Focus on the needs of the current and future clients of Open Arms by soliciting program feedback, implementing, and maintaining program evaluation, and constantly directing program improvement.
- Working with the Executive Director, to develop new initiatives to support the strategic direction of the organization.
- Participate in shaping and presenting Open Arms' message to corporations, community and faith-based organizations, schools, and the community at large to promote broad support for Open Arms and its programs.

Staffing

Expectations for all Managers/Supervisors: Managers and Supervisors are role models for all staff members 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, highly changing environment that demands that Managers and Supervisors not only effectively manage their own departments but also work

collaboratively with other departments and employees to constantly improve systems and operations.

- Manage, supervise, and direct the work of the Client Services staff and Logistics and Delivery staff.
- With the HR Department as a resource, lead the functions of staff management including recruiting, training, and coaching for improved performance.
- Foster a team-centered work environment.
- Provide effective training and ongoing performance coaching to ensure staff members meet the expectations of their position and are recognized for their achievements.
- With the support of HR, provide disciplinary action when necessary and work within Open Arms' guidelines on when to seek the assistance of HR or senior management on employee or volunteer relations issues.

Leadership

- Ensure that all aspects of the program operate within the approved budget projections, monitoring and approving all budgeted program expenditures.
- Represent OAM in the community by serving on appropriate coalitions, community groups, professional committees, etc.
- Act as the face of the department - developing effective communication between clients, OAM staff, donors, volunteers, referral agencies, and the greater community.
- Assist Development and Communication staff by providing information for reports, funders, OAM written materials, and more.
- Serve on the OAM staff leadership team and attend meetings, representing the department.
- Write program reports as asked by the Executive Director or Board of Directors.
- Serve on Board committees and attend Board meetings as asked by the Executive Director.
- Identify and evaluate the risks associated with program activities and take appropriate action to control the risks.
- Report evaluation findings to the Executive Director and recommend changes to enhance the program, as appropriate.
- 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 always.
- Support the mission, value, and brand of Open Arms of Minnesota.
- Other duties as assigned.

Requirements:

- At least 5 years of experience managing all aspects of a client-focused social service program.
- 3+ years of staff supervision experience with an understanding of human resources, employee performance improvement plans, and corrective action policies.
- Strength in hiring, recruiting, managing, developing, coaching, and retaining individuals and teams, empowering them to elevate their levels of responsibility, span of control, and performance.
- Experience in a non-profit and/or volunteer-driven environment
- Demonstrated success in developing, improving, and evaluating programs.
- Proficient in using technology as a management reporting tool and experience working with information technology staff to develop and implement program evaluation systems.
- Bachelor's Degree or equivalent experience preferred.
- Valid driver's license and reliable transportation.
- Strong project management skills managing complex, multifaceted projects resulting in measurable successes and program growth.
- Extremely detail-oriented, well-developed organizational skills, and ability to handle multiple projects at the same time.
- Strong leadership skills.
- Excellent verbal and written communication skills with exceptional attention to detail.
- Personal qualities of integrity and credibility.
- Demonstrated experience with, and commitment to working with a client base diverse in race/ethnicity, age, gender, sexual orientation, socioeconomic status, religion, and physical ability.
- Ability to think strategically, creatively, and proactively with a solutions-focused approach.
- Ability to work under pressure and deal with and maintain a positive attitude in stressful situations and during busy periods.
- Ability to work occasional evenings and weekends.
- Great organizational skills and ability to adapt quickly to the changing needs of the organization.
- Ability to work with flexibility, efficiency, and enthusiasm, both individually and as part of a team in a fast-paced, high-demand environment.
- Proficiency in standard office software programs (Office, PowerPoint, etc.).
- Availability to work on-site during hours of operation, including evenings and weekends at two different physical campuses – one in Minneapolis and one in St. Paul.
- Sensitivity and commitment to diversity and ability to work respectfully with a 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.
- Ability to talk and hear, and to communicate verbally and in writing in English.
- Ability to review and reply to documents and information on computer screens as well as to use a computer and a variety of software programs.

Reports To:

Compensation Range: \$60,000-\$65,000

Location: Minneapolis and St. Paul, MN

Hours: Full Time

To Apply:

Please send a 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

Benefits:

This position is eligible for an excellent comprehensive benefits package that includes medical/dental/life/ STD/LTD insurance, paid Holidays, personal time off (PTO), retirement plan with an employer match program. An 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 all individuals with direct or transferable experience to apply for this role.

Equal Opportunity Employer