



## **Open Arms of Minnesota Job Description: Sr. Manager of Delivery and Logistics**

### **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](http://www.openarmsmn.org)

**Open Date: January 11, 2023**

**Closing Date:** Until filled

**Position Overview:** This full time, salaried, benefits-eligible position contributes to the fulfillment of Open Arms' mission by leading the delivery strategy, execution, and overall management of our delivery, distribution, planning, fleet management, and routing systems. This position is accountable to lead key segments of our outbound and inbound supply chain management including carrier and vendor negotiations and business process improvements. Initially, there will be heavy involvement in process improvement directed towards routing, planning, and development of standard operating procedures. The Sr. Manager of Delivery and Logistics ensures that client meals arrive at the homes of nearly 2000 clients every week, manages the agency's delivery and shipping programs, including assembly of meal packages for daily deliveries, routing, meal distribution by volunteers, delivery and/or shipping to clients, the movement of product between kitchens, and distribution of product from the warehouse. This Sr. Manager will be expected to provide guidance on the expansion of our shipping operation, build processes and plans to make staff deliveries more efficient, champion Open Arms' use of efficient and innovative delivery methods and cultivate strong relationships with outside satellite and delivery partners. The Sr. Manager supervises multiple staff members, 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 home delivery of client meals and distribution of OAM products between multiple kitchen locations

- Provides oversight of mapping and routing of all active clients to maintain efficient, timely deliveries and effective volunteer driver engagement and retention.
  - 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 and planning to the Routing Manager to ensure the day-to-day planning reflects the overall organizational direction and needs.
  - Supervises the OAM Shipping Coordinator to ensure meals arrive on time, in excellent condition, and on budget while maintaining food safety standards.
  - Supervises staff drivers and coordinates vehicle usage with other agency leaders.
  - 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 and process changes that are both scalable and sustainable.
  - Coordinates and manages continuous research and development to ensure up to date and efficient 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 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 Facilities.

**Expectations for all Directors/Supervisors:** Managers 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 respective communication and problem-solving. Open Arms is a dynamic, high change environment which demands that 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:**

- 4+ years of work experience in logistics and/or delivery management.
- 2+ years of experience overseeing multi-faceted logistic operations
- 3+ years of experience supervising multiple staff.
- Active Minnesota driver's license, unrestricted for work-related driving with acceptable driving record and insurable under current policies.
- Access to reliable transportation.
- Food service experience preferred.
- Bilingual language skills strongly preferred (Spanish, Hmong or Somali).
- Demonstrated excellence in customer service or direct client services.
- Interest in and ability to work directly with people living with a life-threatening illness.
- Experience creating database reports, building queries for statistics used in grant reporting as well as internal tracking.
- Proficient in using technology as a management reporting tool and experience working with information technology staff to develop and implement program evaluation systems, experience using CRM database a plus.
- Experience running SQL queries, extensive Excel knowledge, proficiency in MS Office products
- Strong leadership skills, and experience managing a budget.
- Demonstrated success in developing, improving, and evaluating programs.
- 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.
- Ability to adhere to attendance and punctuality requirements, to meet time-sensitive client and business needs.
- High work ethic and demonstrated reliability.
- Strong project management skills managing complex, multifaceted projects resulting in measurable successes and program growth.
- 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 staff, volunteers and 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.
- 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.
- 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.

- Willingness to participate in a wide array of tasks that help support the overall mission of OAM (examples may include providing backup delivery to clients, or assisting with events such as Cook-A-Thon, Moveable Feast, and Thanksgiving turkey deliveries)
- 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).
- 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:** Chief Operating Officer

**Compensation:** \$65,000 to \$70,000 annually

**Location:** Minneapolis, MN and St. Paul, MN

**Hours:** 40 hours per week

**To Apply:**

Please send a resume and cover letter detailing pertinent experience to:

**OAM HR**

- Email: [jobs@openarmsmn.org](mailto: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, 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 diverse candidates to apply for this position.

**Equal Opportunity Employer**

