



Open Arms of Minnesota Job Description: Director of Human Resources

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 3,500 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: April 28th, 2023

Closing Date: Until filled

Position Overview: The Director of Human Resources contributes to the mission of Open Arms by overseeing the day-to-day functions of the Human Resources Department and supervising the HR Team: HR Manager, HR Coordinator and Recruiter & Onboarding Specialist. The Director of Human Resources will ensure HR compliance when implementing HR policies and procedures. The person in this role will build trust and effective relationships with all leaders and staff members, demonstrating a proactive and accountable team-oriented approach to addressing the opportunities and challenges when addressing employee-relations and performance related issues. 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 Responsibilities

- In collaboration with the Chief of Staff, develop and improve Human Resources policies, programs, and practices aligned with the mission and strategic goals of the organization, and with best practices.
- Act as a resource to all managers and leaders regarding personnel policies and applicable laws.



- Oversee the talent acquisition strategy and supervise the Recruiter & Onboarding Specialist.
- Oversee the New Employee Orientation Program strategy and provide guidance and direction on enhancements.
- Improve and develop new initiatives around employee recognition and appreciation efforts/events.
- Support with the development and implementation of DEI initiatives.
- Oversee benefit enrollment process for new employees and during Open Enrollment, in conjunction with HR Manager.
- In collaboration with the Chief of Staff, design and implement training and development initiatives by managing the content for employees, including comprehensive training for managers.
- Work closely with managers and employees to improve work relationships, build engagement, and increase productivity and retention.
- Assist managers with conflict resolution by identifying, evaluating, and resolving employee relations issues.
- Research and recommend improvements to HR process, including improvements to technology, as needed, and taking into consideration the employee experience.
- Ensure processes are in place to maintain integrity and accuracy of all data input, managed and reported through the core HRIS.
- Manage compensation and benefits review, including regularly updating compensation plans and employee benefits to ensure market competitiveness.
- Leads the annual process in coordination with our external insurance brokers to review and adjust employee benefits based on market conditions and current trends.
- Leads employee benefit education strategies.
- Manage request for leaves and accommodations ensuring compliance with federal, state and other applicable local laws.
- Improve company safety programs, with the assistance of external consultants/vendors.
- Oversee reporting and handling of all workers' compensation and other claims, in conjunction with the HR Manager.
- Direct and manage performance management process and systems.
- Provide day-to-day performance management guidance to managers (e.g., coaching, counseling, career development, performance issues).
- Manage HR risk by ensuring legal compliance by monitoring and implementing applicable human resources federal and state requirements, providing advice to leaders, and ensuring all required reports are filed and data is maintained.



- Conduct effective investigations into complaints of violations of employment laws or policies.
- Provide escalation for consultation and investigation of HR issues that are particularly complex or sensitive.
- Maintain compliance with affirmative action programs and keep necessary records, reports, and logs to conform with regulations.
- Oversee proper payroll administration.
- Other related duties as assigned.

Requirements:

- 6+ years of well-rounded experience across all facets of Human Resources.
- Solid knowledge of management and supervisory best practices.
- 3+ years of supervisory experience preferred.
- Experience in a non-profit and/or volunteer driven environment strongly preferred.
- Deep knowledge and understanding of relevant employment laws.
- Experience with Diversity, Equity and Inclusion initiatives across organizations preferred.
- Experience creating and implementing staff and management trainings, staff development plans and staff appreciation programs.
- Ability to build successful relationships, earn trust, and to exert influence across the organization.
- Solutions-oriented approach.
- Strong HR technical skills and soft skills.
- Strong communications and listening skills with the ability to effectively communicate with a variety of audiences across all levels of the organization.
- Understanding and observing discretion/confidentiality requirements.
- Strong creative problem-solving skills.
- Strong customer service skills with internal and external stakeholders.
- Great organizational skills and ability to adapt quickly to the changing needs of the organization.
- Able to keep calm in demanding, busy situations.
- Ability to work with flexibility, efficiency, and enthusiasm, both individually and as part of a team in a fast-paced, high-demand environment.
- Ability to contribute to a positive team environment.
- Extremely detail-oriented, well-developed organizational skills and ability to handle multiple projects at the same time.
- Proficiency in standard office software programs (Office, PowerPoint, etc.).
- Ability and flexibility to work at two different physical campuses – one in Minneapolis and one in St. Paul.



- Flexible availability to work on site during hours of operations, including 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.

Reports To: Chief of Staff

Compensation Range: \$90,000- \$95,000 annually

Location: Minneapolis and St. Paul, MN

Hours: Full Time

To Apply:

Please send resume and cover letter detailing pertinent experience to:

OAM HR

- Email: jobs@openarmsmn.org
- Fax: 1-866-499-1630
- 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, employee assistance program, paid Holidays, and personal time off (PTO), retirement plan with employer match program. Employee-paid vision plan, voluntary life, critical illness, hospital indemnity and accident insurance are 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 our open positions.

Equal Opportunity Employer