



## **Open Arms of Minnesota Job Description: Client Services Associate**

### **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 two state-of-the-art kitchens, 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 5 Open Farms urban garden locations. Volunteers deliver meals throughout the Twin Cities metro area to approximately 4,000 clients, caregivers, and dependents annually, providing nourishment and hope for families dealing with life-threatening illnesses. In addition, families in need throughout Minnesota receive meals shipped to them weekly. 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:** May 26<sup>th</sup>, 2023

**Closing Date:** Until filled

### **Position Overview:**

This full-time and non-exempt position contributes to the fulfillment of Open Arms' mission by providing the highest level of customer service to the Open Arms clients. This position is primarily responsible for daily communication with clients, including intake, onboarding, and re-certification of clients, as well as facilitating ongoing scheduling and delivery changes, and helping to ensure deliveries to clients are accurate and timely. The Client Services Associate will maintain communication with referral sources, collect and maintain information for client records, and document the services provided by the organization. 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 Responsibilities:**

- Provide exemplary customer service to all clients regardless of circumstance, representing OAM with clear boundaries, confidentiality, high ethics, and professionalism and communicating in a timely and respectful fashion to all client questions and concerns.
- Specialize in the timely, rolling recertification of all our clients.
- Introduce clients to OAM services through phone calls or in-person intakes.

- Schedule meal deliveries to clients, assigning them to delivery routes.
- Collect and manage all client paperwork, including intake papers, recertification, and client outcomes surveys, ensuring timely and highly detailed data entry into the Client Track database.
- 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.

### Client Services

- Share delivery instructions with clients and reschedule deliveries with clients when needed.
- Explain basic food safety and nutritional information to clients.
- Ensure clients receive diagnosis and culturally specific resources and provide additional emergency community resources and referrals when needed.
- Ensure all clients are contacted 2 weeks prior to ending services to provide them with a holistic “off-boarding” experience to prepare them for next steps in their health plan.
- Maintain the accurate reporting of missed client meals in ServTracker and rotate completing the missed client list with other CSAs, setting firm expectations with clients regarding all the delivery and pick-up policies.
- Work closely with the OAM nutrition team to ensure that clients receive high-quality, individualized services when appropriate.
- Maintain strong client communication and provide 2-month check-in calls with all clients as a vehicle for assessing client satisfaction and identifying ways to improve the program.
- Administer periodic surveys, interviews, and other client evaluation tools.
- Maintain client paperwork, distribute mailings and surveys, and communicate with clients via newsletters.
- Ensure client confidentiality and compliance with HIPAA.
- Provide OAM management staff with client stories and anecdotal information, representing the specific health and nutrition issues that OAM clients face.
- Keep clients informed of OAM activities, policies, and procedures, as well as educational information related to health and nutrition.
- Collect up-to-date client insurance and waiver information, ensuring that OAM can bill when appropriate.
- Reporting and Relationships
- Provide client data as needed for grant reporting and kitchen numbers.
- Manage data collection and reporting for funding streams.
- Develop and maintain effective working relationships with OAM’s referral agencies.
- Coordinate ongoing client re-certification process.

### Delivery and Logistics

- Support program activities, when necessary, in executing daily deliveries to clients. This may include supporting efforts to package food, assisting in delivery logistics, greeting volunteers, and delivering meals to clients.

Other:

- Support the mission, value, and brand of Open Arms of Minnesota.
- Other duties as assigned.

**Requirements:**

- Experience and demonstrated excellence in customer service or direct client services.
- Bilingual language skills strongly preferred (Somali).
- Demonstrated interest in and ability to work directly with people living with a life-threatening or chronic illness.
- Strong administrative/computer skills and excellent organizational 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.
- Understanding of the importance of client confidentiality.
- Ability to maintain composure during difficult circumstances and consistently provide calm, compassionate care to people in crisis.
- Experience working in a clinical or case management setting, as well as familiarity with insurance processing is a plus.
- Excellent verbal communication skills and outstanding human relations skills.
- Ability to be energizing and contribute to a positive team environment.
- Personal presence that garners respect from clients, volunteers, and the community.
- Knowledge of Microsoft Office Suite and Windows, understanding of and experience with databases.
- Active drivers' license and reliable transportation.
- Ability to adhere to attendance and punctuality requirements, to meet time-sensitive client and business needs.
- Flexibility to work occasional evenings and weekends.
- Flexibility to work at two different worksites.
- Sensitivity and commitment to diversity and ability to work respectfully with a wide array of co-workers, clients, and members of the community.
- A passion for the mission and values of Open Arms.

**Physical Requirements:**

- Able to communicate in English both verbally and in writing.
- 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 and/or work on your feet for longer 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.

**Reports to:** Director of Programs

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

**Pay Rate:** \$22.00 per hour

**Hours:** Full-time

**To Apply:**

Please send 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
- Call: 1-866-499-1630

**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**