



Open Arms of Minnesota Job Description: Lead Meal Expediter & Packager

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

Open Date: November 1st, 2023

Closing Date: Until filled.

Position Overview:

This is an hourly full-time and benefits-eligible position in a high-volume production kitchen. Under the direction of the Food Services Manager, the Lead Meal Expediter will set up the packing line and gather all components necessary to complete packaging of meals, while ensuring quality and consistency of our meals as they move through the packaging process (the packaging of meals is mainly completed by volunteers). The Lead Meal Expediter must maintain a clean and sanitary work environment and ensure that volunteers are doing the same. Additionally, the Lead Meal Expediter will also be responsible for ensuring that meals are packed, correctly labeled and counted. As part of this process, the Lead Meal Expediter takes part in inventory of prepared meals, consistent communication with Food Services Manager and Lead Chefs regarding packing needs such as sides and entrees. 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:

- **Expectations for Lead:** Role model for staff and responsible for conforming to a high standard for work performance, ethics, integrity, collaboration, positive,

respectful communication and problem-solving. The Lead Meal Expediter not only effectively manages his/her/their own responsibilities, but also works collaboratively with others to improve systems and operations to provide better services to our clients. The Lead Chef must communicate effectively with peers and leadership of the organization to promote success. The Lead will also foster a team centered work environment.

- Act as a liaison between the Kitchen Team and the Volunteer Engagement Team to ensure a positive and productive volunteer experience.
- The Lead Meal Expediter must communicate effectively with peers, the Food Services Manager, and the Lead Production Chef to promote success in achieving the production needs.
- Ensure accurate labeling of all items produced in the kitchen, including sub-ingredients, allergens, product dating, etc., seeking guidance or clarification as needed from the Food Services Manager, Lead Chefs and RD Menu Specialist.
- The Lead Meal Expediter will foster a team-centered work environment.
- The Lead Meal Expediter will assist in training new Meal Expediter, guidance, and support, to other Meal Expeditors.
- Arrive at work on time.
- Maintain positive, upbeat interactions with volunteers, using great customer service skills to create and excellent, respectful experience for volunteers (smile, make eye contact, learn names)
- Communicate with the Food Services Manager and Lead Chef to streamline and prioritize the packing schedule for the day.
- Communicate with the Food Services Manager and Lead Chefs regarding ingredient substitution.
- Help to identify and resolve ongoing issues with production or waste.
- Be the point person to Food Services Manager for process improvement and problem solving.
- Maintain accurate records of meals packed during shifts and total meals packed for the day.
- Lead daily packing process with other Meal Expeditors and with Volunteer Engagement Team member.
- Setup items to be packed for volunteers with correct sequence and tools before volunteer shift.
- Effectively communicate the shift plan to volunteers.
- Ensure volunteers are using consistent and correct portion sizes.
- Be present at all times during volunteer shifts.
- Ensure accurate packing of meals and that all completed meals are properly labeled.
- Work with a Registered Dietitian during meal audits to achieve zero packing error.
- Completes tasks/projects in a timely manner and communicates status to co-workers.

- In the absence of volunteers, be able to assume packaging duties.
- Consistently maintains a positive outlook and approach to work.
- Track inventory and communicate with Food Services Manager when there are shortages and/or overages.
- Maintain organization of prepared food storage; proper labeling, dating and rotating products. Clean, perform general maintenance, and trouble shoot the Oliver packaging machines.
- Follow all sanitation guidelines.
- Keep the kitchen area clean and organized at all times, assisting with deliveries and often carrying 50 pounds or more.
- Empty trash in the kitchen; clean and maintain trash cans.
- Clean and maintain all mats or rugs.
- Assist in the maintenance, cleanliness, and stocking of kitchen storage areas.
- Use all chemicals properly in the correct quantities for safety and cost control.
- Consistently maintains a positive outlook and approach to work.
- Believe, in the mission of Open Arms of Minnesota and advocate on behalf of Open Arms.
- Maintain a work environment that is safe, respectful, and productive for everyone.
- Work as a team player and step in when needed.
- Demonstrate a high level of customer service and professional behavior within the kitchen.

Requirements:

- Experience in high-volume commercial kitchen environment (institutional, hospital or nursing home kitchen experience, fast food, front of the house is a plus).
- A demonstrated commitment and understanding of high customer service.
- Great organizational skills and ability to adapt quickly to the changing needs of the business.
- Strong leadership and communications skills.
- Ability to work proactively in a fast-paced environment.
- Ability to work with volunteers and provide them with direction in a positive manner.
- Ability to work independently and as a team member.
- Ability to maintain a positive attitude and cheerful demeanor in stressful situations.
- High work ethic and demonstrated reliability.
- Flexible schedule with ability to work occasional weeknights or weekends.
- Ability to work on two different sites.
- Ability to adhere to attendance and punctuality requirements, to meet time-sensitive client and business needs.
- 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 in English verbally and in writing.
- Able to lift up to 50 pounds of food orders, high volume inventory and/or kitchen supplies.
- Able to work on your feet for long periods of time.
- Reach, bend, stoop, mop, sweep, and wipe frequently.
- Able to operate standard office equipment such as telephone, computer, printer and copy machine.

Reports To: Food Services Manager

Pay Rate: \$22.00 per hour.

Location: Saint Paul Campus

Hours: Full-time

To Apply:

Please send resume and cover letter detailing pertinent experience to:

OAM HR

- o Email: jobs@openarmsmn.org
- o Fax: 1-866-499-1630
- o 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

