



## **Open Arms of Minnesota Job Description: Meal Expediter & Packager (St Paul Kitchen & Campus)**

### **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 4,700 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 4,400 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:** April 19th, 2024

**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 Meal Expediter & Packager will set up the meal packing line for volunteers and gather all components necessary to complete packaging of meals for clients, 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 Meal Expediter & Packager must maintain a clean and sanitary work environment and ensure that volunteers are doing the same. 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:**

- Before each volunteer shift, set up food, scooping utensils, and other items in the correct order so volunteers can fill meal trays and package meals correctly.
- Assist volunteer in scooping and packaging meals, giving instructions and positive feedback.

- Maintain positive, upbeat interactions with volunteers, using great customer service skills to create an excellent, respectful experience for volunteers (smile, make eye contact, learn names)
- Communicate with the Food Services Manager to streamline the packing schedule for the day, making sure everyone is on the same page for the activities of the day.
- Effectively communicate the shift plan to volunteers in the kitchen.
- Ensure volunteers are using consistent and correct portion sizes. Respectfully correct them when they are not using correct portion sizes and explain why.
- Be present in the kitchen at all times during volunteer shifts.
- Ensure accurate packing of meals and that all completed meals are labeled with the label and that correctly and exactly identifies what is inside the package.
- When there are not enough volunteers in the kitchen to pack meals, assume packaging duties yourself.
- Track number of meals packed and communicate to the Food Services Manager when there are shortages and/or overages of meals.
- Maintain organization of prepared food storage in coolers and freezers including proper labeling, dating, and rotating of products.
- Clean and perform general maintenance on the Oliver packaging machines.
- Follow all sanitation guidelines, keep kitchen area clean and organized at all times, using all chemicals to clean kitchen in the correct quantities for safety and cost control.
- Assist in unpacking delivery trucks, often carrying 50 pounds or more.
- Work with Quality Assurance staff members during meal audits to achieve zero packing errors.
- Assist in the maintenance, cleanliness, and stocking of kitchen storage areas.
- Empty trash in the kitchen; clean and maintain trash can, clean and maintain all mats or rugs.
- Act as a role model for all staff and volunteers by displaying a high standard for work performance, ethics, integrity, collaboration, positive and respectful communication, and problem-solving.
- Act as a liaison between Kitchen Team members and Volunteer Engagement Team members to ensure a positive and productive volunteer experience.
- Communicate effectively with peers, the Food Services Manager, and the Production Manager/Lead Production Cook to promote success in achieving the production needs.
- Complete tasks/projects in a timely manner and communicate status to co-workers.
- Consistently maintain a positive outlook and approach to work, maintaining a work environment that is safe, respectful, and productive for everyone
- Believe in the mission of Open Arms of Minnesota and advocate on behalf of Open Arms.

**Requirements:**

- Experience in a high-volume commercial kitchen environment (institutional, hospital or nursing home kitchen experience, fast food, front of the house experience 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 communications skills.
- Ability to transition quickly and smoothly 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.
- High work ethic and demonstrated reliability.
- Flexible schedule with ability to work occasional weeknights or weekends.
- Ability to adhere to attendance and punctuality requirements, to meet time-sensitive client and business needs.
- Ability to thoroughly read the English language and identify specific ingredient differences to ensure accuracy in labeling.
- Ability to focus on lengthy and repetitive tasks.
- Ability to think several steps ahead on tasks throughout the day.
- Ability to add, subtract, multiply and divide.
- 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.

**Reports To:** Food Services Manager

**Locations:** 380 E Lafayette Frontage Rd, St. Paul, MN 55107

**Received:**

**Last Name:** \_\_\_\_\_

**First Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

