



## **Open Arms of Minnesota Job Description: Communications & Community Relations Coordinator**

### **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 6,500 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 3,687 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:** January 20<sup>th</sup>, 2026

**Closing Date:** Until filled

### **Position Overview:**

This full-time, salaried position contributes to the fulfillment of Open Arms' mission by helping create and nourish authentic and transformational relationships with internal and external stakeholders and the public through compelling storytelling, cohesive branding, and mission-aligned experiences and events. In coordination with the Director of Communications and other department leads, this position will increase engagement with audiences and build awareness of the organization's mission as well as support events and community outreach. The percentage of time spent in each area is approximate, and expected to vary, depending on the time of year.

As with all OAM staff positions, the Communications and Community Relations Coordinator is expected to maintain exemplary customer service and foster a positive experience for volunteers, interns, guests, clients, and team members.

### **Primary Job Responsibilities:**

#### **Communications Support - 30%**

- Help execute the day-to-day implementation of Open Arms' communications strategy with direction from the Communications Director, including development and managing a communications calendar and coordinating print and digital messaging.
- Help implement overarching messaging aligned with the strategic plan.
- Serve as the organization's social media lead, managing strategy, content creation, scheduling, and audience growth. Implement opportunities to grow OAM's online audience and engagement.
- Act as resource for OAM's online presence, including website content and updates.
- Create compelling videos for various digital platforms.



- Measure, analyze, and report on communication benchmarks and outcomes to inform future strategies.
- Assist with media relations, including monitoring coverage and sharing media highlights internally.
- Act as a key content editor, ensuring accuracy, clarity, and consistent brand voice across all internal and external communications.
- Develop and maintain messaging platforms and communication tools for staff and volunteers.
- Provide creative and content support for major publications and events (e.g., Annual Report, Moveable Feast), including digital adaptations when needed.
- Manage and maintain Open Arms' digital archives to ensure accessibility and historical preservation.
- Train staff, board members, and volunteers on key messaging and brand standards.
- Serve as project manager for communications materials that could include newsletters, reports, donor mailings, invitations, and event collateral; coordinate with vendors, designers, printers, and writers as needed.
- Lead content creation and editing for Open Arms' newsletters, including Monthly DISH and Client DISH.
- Help Design staff ensure departments have current, accurate, and branded materials for clients, donors, volunteers, and partners; manage inventory of communications materials.
- Support internal communications needs across departments, including client and referrer communications, HR materials, and editorial support.
- Assist with tours, visitor engagement, internal events, and cross-departmental projects as needed.
- Help ensure an outstanding experience for volunteers by fostering positive, welcoming, and meaningful interactions.

#### Event Support - 30%

- Assist supervisor with logistics of special events, including but not limited to handling logistical details, timelines, project management, fundraising components, communications, managing consultants or vendors, supervising volunteers, and acting as liaison with other internal departments.
- Assist with logistics and management of peer-to-peer fundraising events including Open Arms' Turkey Drive.
- Assist in the execution of Volunteer Engagement events including Toast! and Decade Celebration
- Be available to work with team at events
- Represent Open Arms at relevant events and proactively build relationships with community stakeholders.

#### Community Relations – 30%

- Lead and coordinate community outreach efforts to raise awareness of Open Arms' mission, programs, and impact; recruit clients, referrers, and volunteers; and strengthen community partnerships.
- Recruit, train, and support volunteers and staff ambassadors to represent Open Arms at outreach events, ensuring they are equipped with key messaging and materials.



- Serve as a visible ambassador for Open Arms at community events, festivals, fairs, neighborhood gatherings, corporate engagements, and partner activities.
- Develop, implement, and manage an annual Community Outreach Plan, including a comprehensive calendar of outreach activities aligned with organizational goals.
- Identify, evaluate, and pursue new outreach opportunities that expand Open Arms' reach among priority communities, referral sources, and volunteer audiences.
- Manage outreach collateral and displays, ensuring materials are current, accessible, and appropriate for diverse audiences and settings.
- Track outreach activities and outcomes, providing insights and recommendations to inform future engagement strategies.
- Build and maintain strong relationships with community partners, corporate supporters, neighborhood organizations, and referral networks to support long-term engagement and collaboration.

#### Other

- Provide occasional support in other operational areas including delivery of meals to clients, packaging meals in the kitchens, working at events, etc.
- Greet, tour, and orient visitors to the building as appropriate.
- Help ensure an outstanding volunteer experience by maintaining a positive, helpful, and service-oriented approach.
- Perform other related duties as assigned.

#### **Requirements:**

- 3+ years of marketing/communications experience in a nonprofit or corporate setting.
- Experience with community outreach and special events
- Demonstrated ability to find creative and innovative approaches to internal and external brand management and communications.
- Demonstrated understanding and ability to maintain confidentiality and discretion requirements.
- Strong organizational and project management skills.
- Ability to work independently and as part of a team.
- Ability to handle multiple projects at the same time and work in high-pressure settings.
- Ability to work under tight deadlines and changing priorities.
- Proficiency in Adobe Creative Suite; graphic design experience preferred.
- Passion for new technology and trend-driven communication and marketing ideas.
- Ability to think strategically, creatively and proactively and to turn those thoughts into innovative action.
- Ability to contribute to a positive, inclusive, and collaborative team environment.



- Excellent written communication and oral presentation skills that foster and develop existing and new relationships.
- Active driver's license and unrestricted for work-related driving.
- Flexibility to work on two different work sites and off-site events.
- Flexible schedule with ability to work occasional weeknights or weekends.
- Sensitivity and commitment to diversity and able 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:** Director of Communications

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

**Pay Rate:** \$60,000- \$62,000 annually

**Hours:** 40 hours per week

**To Apply:**

Please send a resume and cover letter to:

**OAM HR**

- Email: [jobs@openarmsmn.org](mailto:jobs@openarmsmn.org)
- Fax: 1-866-499-1630
- Mail: 2500 Bloomington Ave, 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, pet insurance, commuter-transit and parking, 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**

