



Open Arms of Minnesota Job Description: Data Entry Specialist

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

Open Date: February 20th, 2026

Closing Date: Until filled

Position Overview:

This full-time non-exempt position works each week in the Client Services Department and contributes to the fulfillment of Open Arms' mission by providing data and compliance support to ensure programming runs smoothly and efficiently for Open Arms' clients. This position's primary responsibilities include data accuracy and integrity, regulatory compliance, audit and quality control, document management, reporting, cross-functional support, and other required duties as assigned. As with all OAM staff positions, this role helps ensure volunteers and interns have an exemplary experience during all interactions and consistently provides excellent customer service to guests, clients, and fellow team members.

Client Services

- Provide exemplary customer service to all clients regardless of circumstance, representing OAM with clear boundaries, confidentiality, high ethics, and professionalism in a timely and respectful manner.
- Follow up with clients when paperwork deadlines are approaching or required information is missing.
- Conduct in person visits for clients as needed, which may include paperwork collection, wellness assessment, and/or other activities related to OAM services.
- Collect up-to-date client insurance and waiver information, ensuring that OAM can bill when appropriate.
- Provide OAM management staff with client stories and anecdotal information, representing the specific health and nutrition issues that OAM clients face.

Program Compliance

- Review and verify data for accuracy, completeness, and consistency by comparing it against source documents.
- Transfer client information from paper documents and various other source materials into ClientTrack and other state database systems, ensuring timely and highly detailed data entry while maintaining strict client confidentiality and compliance with HIPAA.
- Identify, correct, and report data entry errors or major discrepancies to Director of Program Compliance & Reporting for resolution.
- Update and maintain filing systems and data entry standards to enhance data quality and organizational efficiency.
- Maintain proficient knowledge of current funding sources and their requirements.
- Participate in quality improvement plans and audits for all funding sources, as needed.
- Scan documents and print files when needed.
- Support the monthly billing and invoicing process as needed.

Reporting and Relationships

- Retrieve data from databases and electronic files upon request to support funder site visits and other requests from staff members and/or departments.
- Prepare and generate routine reports from the entered data for internal use, audits, and analysis.
- Support preparation and collection of billing and invoicing reports as needed.
- Work in collaboration with the Client Services Department to support the necessary reporting to support Client Programming.
- Provide coverage for weekly/monthly reports when assigned by Director of Program Compliance & Reporting.
- Provide needed reports when requested by the CEO, Chief Program Officer, or Director of Program Compliance.

Other:

- Provide support, when necessary, in other operation areas including delivery of meals to clients, packaging meals in the kitchens, working at events, etc.
- 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.
- Work as part of a team, collaborating within the department for broader client services tasks.
- Function independently in the role with an ability to track, represent, and support work rate with measurable data.
- Support the mission, value, and brand of Open Arms of Minnesota
- Other related duties as assigned.

Requirements:

- Demonstrated excellence in customer service or direct client services.
- Strong attention to detail and proven ability to perform accurate, high-volume data entry.
- Demonstrated interest in and ability to work directly or indirectly with people living with a life-threatening or chronic illness.

- Strong administrative and computer skills, including experience with Microsoft Office Suite (especially Excel) and database systems; experience with ClientTrack or similar client databases preferred.
- Ability to maintain discretion, client confidentiality, and compliance with HIPAA and funder requirements.
- Excellent organizational skills and ability to manage multiple tasks, deadlines, and priorities in a fast-paced environment.
- Strong verbal and written communication skills and outstanding human relations skills.
- Ability to maintain composure during difficult circumstances and consistently provide calm, compassionate support to people in crisis.
- Ability to work independently and collaboratively as part of a team.
- Personal presence that garners respect from clients, volunteers, and the community.
- Ability to adhere to attendance and punctuality requirements to meet time-sensitive client and business needs.
- Flexibility to work occasional evenings and weekends as needed.
- Active driver's license unrestricted for work-related driving and reliable transportation preferred.
- Sensitivity and commitment to diversity and ability to work respectfully with a wide array of co-workers, clients, volunteers, and community members.
- A passion for the mission and values of Open Arms.

Physical Requirements:

- Ability to read, write, speak, and understand the English language.
- Able to operate standard office equipment (such as telephone, computer, printer, and copy machine).
- Able to sit for long periods of time and/or work on feet for long periods of time.
- Able to stand, sit, walk, bend, stoop, and twist; requires full range of motion, manual dexterity, and eye-hand coordination.
- Able to lift up to 25–50 pounds (e.g., files, boxes of paperwork, or occasional meal boxes if supporting operations).

Reports to: Director of Program Compliance & Reporting

Location: Minneapolis and St. Paul, MN

Pay Rate: \$23.00-\$24.00 per hour

Hours: 40 hours per week

To Apply:

Please send a resume and cover letter to:

OAM HR

- Email: 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