



## Open Arms of Minnesota Job Description: Major Gifts Relationship Officer

### 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:** May 2026

**Closing Date:** Until filled

**Position Overview:** This full-time salaried position contributes to the fulfillment of Open Arms' mission by nourishing authentic and transformational relationships with individual stakeholders, donors, and volunteers, focusing on leadership level donor relationships. The Major Gifts Relationship Officer will work closely with the existing Director of Individual Giving and will have key areas of responsibility and a robust portfolio in an organization that focuses on transformational relationships, rather than transactional asks. This role will develop major gifts strategies, create, manage, and cultivate relationships with existing and new high-level donors, while also developing and executing plans for mid-level donors and new prospects. It will be key for the Major Gifts Relationship Officer to be able to share the critical mission of Open Arms, make meaningful connections with donors, and clearly communicate client stories and organizational needs. The person in this role is expected to energize team members and volunteers and successfully persuade prospects to take advantage of the opportunity to participate in the Open Arms mission. This is a very hands-on position as Open Arms' work with donors often happens during volunteer shifts, and this position may work side by side with volunteers/donors in the kitchen, on delivery or at one of our farms.

As with all OAM staff positions, this position is responsible for helping ensure donors, partners, volunteers, staff and all other stakeholders have an exemplary experience during all interactions with Open Arms and is expected to maintain the highest level of customer service to all guests, clients, and fellow team members.

### Primary Job Responsibilities:

Donor Relationship Building, Cultivation and Stewardship

- Develop and maintain meaningful, authentic, strong, long-term relationships with donors and prospects, focusing on transformational relationships rather than transactional asks.
- Implement individualized cultivation, stewardship, and solicitation strategies for each prospect in the portfolio, understanding why individuals/families become new donors.
- Plan and execute personalized engagement activities, including events, tours, meetings, and networking.
- Ensure timely and appropriate stewardship of major donors, including thank you calls, letters, and reports on the impact of their gifts.
- Create on-brand and personalized donor recognition strategies, going above and beyond to thank and recognize donors.
- Understand the motivations of donors who are volunteers and help create respectful relationships that honor all ways that individuals partner with Open Arms.
- Help our donors accomplish their philanthropic goals and ambitions through a strengthened and increased relationship with our organization.

#### Portfolio Management

- Manage a portfolio of existing high-level gift donors while prospecting and cultivating new donors with a goal of securing an increased number of major gifts.
- Connect with prospects and donors through regular face-to-face meetings, phone calls, and written correspondence, and assist other leadership with their solicitation (e.g. provide portfolio development support, strategic counsel, and help with donor communications).
- Work with the department to create an organizational strategy to build a sustainable program of Leadership gifts over \$25,000, including special events and public/private recognition.
- Actively help create an organizational culture of philanthropy by building genuine relationships with other staff members across teams, participating in other team activities such as helping in the kitchen, talking client deliveries, and deeply understanding the interactions of clients, volunteers, donors, referrers, and staff in the organization.
- Create and implement moves management plans for all major donors as part of overarching annual individual giving plans.
- Track and report progress using specific Key Performance Indicators (KPI).

#### Research and Reporting

- Conduct prospect research to identify and secure new major gift prospects while also learning more about prospects within and outside the organization.

- Track and report on progress towards major gift goals, including donor interactions, proposals, and gift commitments via moves management tools.
- Manage systems and software to track and cultivate donors and prospects in collaboration with the Director of Individual Giving, including our donor database and wealth screening tools
- Maintain accurate and up-to-date records in our Bloomerang donor database.
- Scour local news to ensure we are on top of any milestone events with donors.

### Collaboration

- Work closely with Chief Relationships Officer and other team members to align major gift strategies with overall fundraising goals.
- Collaborate with Volunteer Engagement, Client Service, Kitchen, and Program staff to understand funding needs and articulate compelling cases for support.
- Engage with other teams by regularly understanding organizational needs, staying up to date on client stories, and interacting with volunteers.
- Provide support to the rest of the Development department by helping plan and execute staff events, supporting tours, and supporting the objectives and success of the department as a whole.
- Provide occasional support in other operation areas, including delivery of meals to clients, packaging meals in the kitchens, working at events, etc.
- Other related duties as assigned.

### **Requirements**

- Minimum 5+ years of fundraising experience, including significant experience in cultivating, soliciting, closing, and stewarding five to six-figure gifts.
- Exceptional hands-on relationship building experience, with a genuine desire to form authentic relationships with donors, volunteers, and other stakeholders.
- Experience working with volunteers, clients, and community members to increase donors and donation levels.
- Experience in planning, leading, and managing fundraising campaigns and projects, to achieve desired outcomes, tracking and reporting on progress to management.
- Comfortable with a hands-on work environment where interactions with donors require staff to be part of organizational operations.
- Knowledge of principles of donor cultivation process, volunteer to donor process, and building a culture of philanthropy.
- Ability to conceptualize and describe funding needs in a way that is compelling to prospects, donors, and other stakeholders.
- Ability to ideate and develop comprehensive, customized proposals that illustrate hearing and connecting donor interests to organizational needs.

- Proven track record in supporting organizational leadership in donor cultivation, communications, face to face solicitation meetings and events.
- Bring a solutions-oriented approach, possibility thinking, collaboration and problem-solving ability.
- Ability to meet deadlines, prioritize conflicting needs; handle requests and projects expeditiously, proactively, and follow them through to successful completion, often with deadline pressures.
- Outstanding communication and organizational skills with an ability to work effectively with multiple stakeholders.
- Demonstrated understanding and ability to maintain confidentiality and discretion requirements.
- Excellent written, presentation, and verbal communications skills with careful attention to details
- Ability to consult and interact with highest levels of donors and can bring some established relationships to OAM.
- Experience in planning and working within budgets.
- Demonstrated ability to create, lead and motivate others to support our mission.
- Demonstrated ability to work independently and collaboratively.
- Ability to provide friendly, excellent collaborative service to internal and external constituencies.
- Advanced ability in MS Office and Internet research applications.
- Ability to create and contribute to a positive and supportive team environment.
- Ability and flexibility to work occasional evenings and weekends.
- Flexibility to work in person at two different worksites and off-site events.
- Active Minnesota driver's license and unrestricted for work-related driving.
- 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 talk and hear, and to communicate verbally and in writing in English.
- Able to operate standard office equipment (such as telephone, computer, printer, and copy machine).
- Able to sit or stand for extended periods of time.
- Ability to review and reply to documents and information on computer screen as well as to use a computer and variety of software programs.
- Ability to drive for work-related purposes.

**Compensation Range:** \$87,000- \$92,000 annually

**Location:** Minneapolis and St. Paul

**Hours:** Full Time

**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**