Open Arms of Minnesota Job Description:
Client Services Associate

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 5,500 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 3,162 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 2nd, 2026 **Closing Date:** Until filled

Position Overview:
This full-time, non-exempt position supports Open Arms' mission by delivering the highest level of customer service to clients. Primary responsibilities include daily communication with clients, including intake, onboarding, and recertification, as well as scheduling and delivery updates to ensure meals are delivered accurately and on time. The Client Services Associate also maintains communication with referral sources, updates client records, and documents the services provided by the organization.

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.

Primary Responsibilities:
- Provide exemplary customer service to all clients, representing Open Arms with clear boundaries, confidentiality, high ethics, and professionalism, and communicating promptly and respectfully to all client questions and concerns.
- Coordinate and manage timely, rolling recertification for clients.
- Introduce clients to Open Arms services through phone calls or in-person intakes.
- Schedule meal deliveries to clients, assigning them to delivery routes.

- Collect and manage all client paperwork, including intake forms, recertification, and client outcomes surveys, ensuring timely and accurate data entry into the ClientTrack database.
- 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, and helpful attitude at all times.

Client Services

- Share delivery instructions and reschedule deliveries with clients as needed.
- Explain basic food safety, nutrition, and menu information to clients.
- Ensure clients receive diagnosis and culturally specific resources and provide additional emergency community resources and referrals when needed.
- Assist with the offboarding process and support clients with the next steps in their health plan.
- Maintain the accurate reporting of missed client meals in the Client Track database and rotate completing the missed client list with other CSAs, setting firm expectations with clients regarding all the delivery and pick-up policies.
- Work closely with the OAM nutrition team to ensure that clients receive high-quality, individualized nutrition services when appropriate.
- Provide check-in calls with all clients as a vehicle for assessing client satisfaction and identifying ways to improve the program.
- Administer periodic surveys, interviews, and other client evaluation tools.
- Distribute client communications and mailings, including surveys and newsletters.
- Ensure client confidentiality and compliance with HIPAA.
- Provide OAM management staff with client stories and anecdotal information, representing the specific health and nutrition issues that OAM clients face.
- Keep clients informed of OAM activities, policies, and procedures.
- Collect up-to-date client insurance and waiver information, ensuring that OAM can bill when appropriate.
- Provide client data as needed for grant reporting and kitchen numbers.
- Manage data collection and reporting for funding streams.
- Develop and maintain effective working relationships with OAM's referral agencies.
- Conduct in person visits for clients as needed, which may include paperwork collection, wellness assessment, and/or other activities related to OAM services.
- Support client advocacy work, including outreach calls providing community resource connections, as needed.

Delivery and Logistics

- Support program activities, when necessary, in executing daily deliveries to clients. This may include supporting efforts to package food, assisting in delivery logistics, greeting volunteers, and delivering meals to clients.
- Assist with greeting and providing meals to clients who pick up meals in person.

Other

- Support the mission, value, and brand of Open Arms of Minnesota.
- Other related duties as assigned.

Requirements:

- Experience and demonstrated excellence in customer service or direct client services.
- Bilingual language skills in Spanish, Hmong, or Somali are strongly preferred but not required.
- Education and/or experience in clinical settings, social work, case management, and/or client advocacy is strongly preferred.
- Familiarity with insurance processing is a plus.
- Demonstrated interest in and ability to work directly with people living with critical illnesses.
- Strong administrative/computer skills and excellent organizational skills.
- Strong ability to work successfully independently and collaboratively as part of a team.
- Strong ability to multi-task and work in a fast-paced, high-pressure setting.
- Understanding the importance of client confidentiality.
- Ability to maintain composure during difficult circumstances and consistently provide calm, compassionate care to people in crisis.
- Excellent verbal communication skills and outstanding human relations skills.
- Ability to be energized and contribute to a positive team environment.
- Personal presence that garners respect from clients, volunteers, and the community.
- Knowledge of Microsoft Office Suite and Windows, understanding of and experience with databases.
- Active driver's license and reliable transportation; ability to use personal vehicle to conduct in-person visits with clients as needed.
- Ability to adhere to attendance and punctuality requirements, to meet time-sensitive client and business needs.
- Flexibility to work occasional evenings and weekends.
- Flexibility to work at two different worksites.
- Sensitivity and commitment to diversity and ability to work respectfully with a wide array of co-workers, clients, and members of the community.
- A passion for the mission and values of Open Arms.

Physical Requirements:

- Able to communicate in English both verbally and in writing.
- Able to operate standard office equipment (such as telephone, computer, printer, and copy machine), set up tabletop displays, and speak at events.
- Able to sit and/or work on your feet for longer periods of time.
- Able to lift up to 50 pounds.
- Able to stand, sit, walk, bend, stoop, and twist. Requires a full range of motion, manual dexterity, and eye-hand coordination.

Reports to: Client Services Manager

Location: Minneapolis and St. Paul, MN

Pay Rate: $23.00 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