Open Arms of Minnesota Job Description:
Logistics 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 5th, 2026 **Closing Date:** Until filled

Position Overview:
This is a full-time, non-exempt, and benefits-eligible position that works primarily Monday through Friday each week in the Logistics Department. The Logistics Associate is responsible for the supporting shipping, logistics, and delivery operations as needed. This position will be expected to champion Open Arms' use of efficient and innovative delivery methods. 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:

Shipping

- Provide input toward and execute the continued updating and optimizing of Open Arms' shipping program at the Senior Manager of Logistics' direction.
- Run day-to-day shipping operations including weekly or possibly daily shipping pack-out.
- Ensure that OAM is stocked with all shipping supplies necessary for fulfilling weekly shipments and that all necessary supplies and menu items are frozen in time for shipping.
- Maintain orderly storage space for all shipping-related supplies.
- Track inventory and communicate numbers and needs for purchasing with the Senior Manager of Logistics.
- Be present for the daily pick-up of shipped meals.
- Work closely with the Volunteer Engagement Team regarding any volunteers or interns supporting shipping projects.
- Work closely with Client Services Team to ensure accurate client shipping lists.

- Communicate with Client Services Team when shipping errors prevent successful food delivery.
- Coordinate re-deliveries in response to shipping errors.
- Execute shipping plans for disruptions such as blizzards and holidays.
- Collect shipping data and build capacity to create reports based off collected data.

Delivery

- Accurately and efficiently deliver meals to clients and organizational partners, and transport food and equipment between OAM's Minneapolis and St. Paul kitchens on a regular and as-needed basis.
- Build strong relationships with partners, volunteers, and clients during deliveries.
- Represent Open Arms' values and mission through high-quality customer service and a friendly, efficient demeanor while working with corporate, faith-based, and hospital satellite partners, as well as volunteers and clients.
- Maintain strict attention to detail, quality, and safety when loading and unloading products from vehicles; ensure that items are properly stacked and secured inside the delivery vehicle.
- Ensure proper temperatures and food safety standards are upheld.
- Must be comfortable driving a box truck and using pallet jacks and a warehouse stacker as needed.
- Chart out the appropriate route for delivery using a map or GPS and drive the vehicle to the delivery location using the best possible route.
- Bring returned product back to Open Arms in the same condition it was in when it originally left the building.
- Ensure that delivery receipts or other required documentation are signed.
- Fill in pertinent information such as mileage and delivery time in logbooks.
- Inform the Senior Manager of Logistics of any problems or complaints from clients or others.
- Make sure that speed limits and safe driving practices are adhered to.
- Check vehicle for possible wear and tear and keep the gas tank filled at least 1/2 capacity at all times.
- Report any mechanical problems or damage to vehicles to the Senior Manager of Logistics.
- Provide help to the Logistics Team on-site as needed, including the meal pack-out process, and delivery/route preparations.
- Assist in the cleaning and maintenance of delivery equipment as needed.
- Support OAM at events when requested.
- Work as a team player and step in when needed.
- Help ensure Open Arms provides an outstanding experience for all volunteers by regularly seeking meaningful and positive interactions with them and maintaining a positive, friendly, and helpful attitude at all times.

Key Relationships

- Senior Manager of Logistics: This position reports to the Senior Manager of Logistics, who will direct your daily, weekly, and long-term activities and projects.
- Client Services: Communicating either directly or indirectly via Client Track, you will ensure accurate client lists and delivery in all forms.

- Volunteer Engagement: Communicate with volunteer needs and shortages with on-site Volunteer Engagement Associates/Coordinators.
- Quality Assurance Team: As we expand our Quality Assurance and Food Safety programs, your role will ensure proper time and temperature monitoring needs are met both for shipping and delivery activities. You will work with QA and your management team to develop best practices and continual improvement policies.

Other

- Be a champion of our mission, purpose, and values.
- Other related duties as assigned.

Requirements:

- Bilingual language skills strongly preferred (Spanish, Hmong or Somali).
- 1+ years of work experience in logistics, shipping, or delivery management preferred.
- Active Minnesota driver's license and unrestricted for work-related driving.
- Acceptable driving record and insurable under current policies.
- Access to reliable transportation.
- Interest in and ability to work directly with people living with chronic and life-threatening illnesses.
- Ability to maintain client confidentiality and compliance with HIPAA.
- A demonstrated commitment and understanding of high customer service.
- Good communication and human relations skills, with a positive attitude and friendly demeanor with clients, volunteers, and the general public.
- Excellent communication and problem-solving skills.
- Strong organizational skills and ability to work successfully both independently and collaboratively as part of a team.
- Strong ability to multitask and work in a fast-paced, high-pressure setting.
- Ability to keep composure while working under pressure during busy periods.
- Ability to be energized and contribute to a positive team environment.
- Strong administrative/computer skills and excellent organizational skills.
- Knowledge of Microsoft Office Suite and Windows, understanding of and experience with databases.
- Experience using Client Track is a plus.
- Food Safety ServSafe certification.
- High work ethic and demonstrated reliability.
- Ability to adhere to attendance and punctuality requirements, to meet time-sensitive client and business needs.
- Flexibility to work on two different worksites.
- Flexibility to work occasional evenings and weekends.
- 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 verbally and in written English.
- 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 frequently lift and carry food, beverages, and other items greater than 50 pounds, and able to transport up to 70 pounds.
- Able to stand, sit, walk, bend, stoop, and twist. Requires full range of motion, manual dexterity, and eye-hand coordination.
- Able to drive a vehicle and navigate steps to deliver meals.

Reports to: Senior Manager of Logistics

Location: Minneapolis and St. Paul, MN

Pay Rate: $22-$23 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 insurance, employee assistance program, pet insurance, commuter-transit and parking, paid Holidays, vacation and sick & safe time, retirement plan with employer match program. Employee-paid vision plan, voluntary life, short-term/long-term disability insurance, 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