



Position: Director of Operations, SBP-NY
Organization: SBP, Inc.
Reports to: Continuous Improvement Officer

About SBP

SBP, Inc. (formerly, St. Bernard Project) is an award-winning, innovative nonprofit organization that shrinks the time between disaster and recovery. A leader in volunteer-driven, post-disaster rebuilding; SBP educates, advocates and improves the disaster recovery sector so that we can collectively achieve more for communities. With a team of 50 staff and 180 AmeriCorps members, SBP has rebuilt more than 1,170 homes across 7 states and shared best practices with many more.

SBP's vision is to embrace constant improvement, community-wide collaboration, and clear benchmarks to reduce human suffering caused by the tolls of delay in recovery. By pairing resilience training with recovery operations, we strive to reduce the need for our rebuilding services over time by increasing preparedness among vulnerable communities.

SBP encourages individuals that are hungry for change and eager to innovate to join our team so that we can change the future of disaster recovery together.

Overview

Manage the day to day operations of SBP New York to achieve the annual production goals and outcomes of the operating site. Identify grant and impact-opportunities deepen SBP New York's Sandy-recovery operations. Department managers (as required: construction, volunteer, supply and logistics, AmeriCorps and client services) will report to the Director of Operations.

Leadership & Operations Management:

- Ensure ongoing local programmatic excellence
- Meet annual benchmarks and achieve goals articulated by SBP COO in accordance with annual recovery goals.
- Actively engage and energize SBP volunteers, managers, staff and AmeriCorps members
- Lead, coach, develop, and retain SBP team members. Ensure effective systems to track progress, and regularly evaluate program components to measure successes that can be effectively communicated to the board, funders, and other stakeholders.
- Direct the operations of the site as they relate to achieving the goals of the AmeriCorps grant and provide leadership, support and supervision to the site's AmeriCorps Members.
- Maintain reporting documents and measurement tools to offer transparency and visibility into operation performance.

Financial Performance and Viability:

- Support development of resources/fundraising sufficient to ensure the financial health of the organization.
- Comply with reporting and programmatic requirements of our funding partners.
- Assist in planning and development of annual operating budget for the organization.
- Operate within the approved budget to ensure maximum resource utilization and ensure positive financial position for the organization.
- Provide monthly reporting to Chief Operating Officer on progress toward goals.

- Understand regulations for all funding sources and ensure proper billing and receipt of all allocated funds.
- Manage local reporting, with support from Finance, for all local and state grants and funding partners.

Community Engagement:

- Implement overall vision and goals for the Client Services department.
- Set goals and benchmarks for homeowner outreach and unmet needs assessments.
- Ensure that organizational need for clients is met throughout the year in accordance with construction's demand and organizational goals.
- Manage and improve the client experience for those the organization is in contact with, ensuring that all communication with clients is clear, honest, and accurate.
- Ensure all client data is gathered, tracked and communicated throughout the organization via Salesforce and in paper files.
- Implement overall vision and goals for Volunteer Department.
- Design and implement new strategies and events including themed build days, pre-arrival and post departure fundraising activities. and targeted recruitment strategies.
- Ensure all volunteer data is gathered, tracked and communicated throughout the organization using tools including Salesforce and Google Docs.
- Execute communication strategy to increase engagement of past, current & future volunteers via effective pre-arrival communication; engaging orientation & introduction to the organization upon arrival; a nuanced follow up depending upon the volunteer's interests after the service experience.

Culture:

- Promote a culture of excellence that is grounded in TPS problem solving.
- Establish identity and values of operating site.
- Ensure each team member understands how their role contributes to the organization's goals, has the training and supervision needed to achieve their goals and is recognized for their work.

Performance Expectations:

- Translate broad goals into achievable steps.
- Help set and manage appropriate expectations.
- Handle detailed, complex concepts and problems and make rapid decisions regarding management and development issues.
- Plan and implement programs.
- Develop smooth and constructive relationships with people from all segments of the community.
- Plan and meet deadlines.
- Maintain a flexible work schedule to meet the demands of executive management.
- Demonstrate initiative and work as a team player.
- Adhere to the highest ethical standards in management, governance, and fund development.
- Convey a professional and positive image and attitude regarding the organization and the not-for-profit sector.
- Demonstrate commitment to continued professional growth and development.
- Provide effective leadership for staff and take full accountability for achieving departmental and organizational goals.

Requirements:

- Bachelor Degree and a minimum of 5 years of management experience.
- Comfort and strong ability to manage teams and other leaders
- Familiarity and experience with TPS or a related production/process management philosophy
- Executive leadership preferred.

- Fluency in Microsoft Office, including Word, Excel and PowerPoint, Donor Perfect or similar development management database, and web applications.
- Clear communication skills and a strong sense of maturity, positivity, and professionalism.
- Able to satisfactorily pass a Criminal History Check to include sex offender registry, Louisiana State Police, and FBI.
- Valid driver license and reliable transportation.

To apply, please click [here](#).

SBP is an equal opportunity employer and adheres to all applicable city, state and federal laws regarding equal employment opportunity and hiring practices.

All qualified applicants will receive consideration for employment without regard to age, race, color, religion, gender, creed, national origin, physical or mental disability, marital status, veteran status, disabled veteran status, or status as a member of any other protected group or activity.

It is the policy of SBP not to discriminate against any individual, person, or group on the basis of disability and the intent of SBP to address any complaints that may arise pursuant to Section 504.