



**Position:** **Volunteer Experience Manager**  
**Organization:** **SBP – New Orleans**  
**Reports to:** **Chief Development Officer**

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### ***About SBP***

SBP 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 70+ staff and 240 AmeriCorps members, SBP has rebuilt more than 1,500 homes across 8 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.

### **Position Summary**

Volunteers are the heartbeat of SBP's daily operations! Each year, SBP hosts more than 30,000 volunteers across ten operating sites. SBP's volunteers come from all over the world to help disaster-impacted families rebuild their homes and lives. SBP volunteers, whether serving for a day, week, month or longer, are provided with a meaningful and safe volunteer experience. We know there is opportunity to better and more fully engage volunteers to become ambassadors and donors after their time with us. As an organization that thrives on continuous improvement, or as we call it, constructive discontent, we are seeking to hire a National Volunteer Experience Manager to help SBP build an even stronger volunteer program to serve more disaster-impacted families across the country.

### **Responsibilities:**

- Develop and manage strategies to support SBP's volunteer engagement goals including designing, implementing and evaluating innovative individual and corporate engagement services and experiences for year-round strategic engagement, including those related to affinity groups, ad hoc corporate engagement projects, and seasonal events and initiatives.
- Own fundraising strategy and goals around high volume, low dollar donors
- Provide national fundraising support and design site-specific fundraising campaigns in order to help operating sites achieve fundraising goals.
- Improve and standardize volunteer communication processes and data collection.
- Help position SBP's volunteer experience and creation of bespoke opportunities among current corporate/company partner audiences as well as new audiences.
- Design a mechanism for turning SBP volunteers into brand and experience ambassadors, which will lead to greater volunteer retention, recruitment and donations.
- Contribute to the ongoing development of marketing message and materials to establish SBP brand and volunteer experience across the country.
- Serve as liaison between Development and Volunteer teams.
- Solicit and analyze volunteer feedback in order to improve the volunteer experience.
- Plan and execute events related to volunteer programs.

**Qualifications:**

- Bachelor's degree in human services, social impact design, development, marketing, social work, public policy or related field required.
- At least two years' work-experience in event planning, fundraising and/or volunteer management.
- Comfortable and proficient speaking to a crowd of 50-300 attendees.
- Technology skills including expertise with Microsoft Office and database management; willingness to learn new applications and identify innovative ways for technology to support organizational objectives.
- Familiarity with asset-based and/or social impact design approaches to community development, volunteerism, corporate philanthropy and tutoring/mentoring.
- Project management skills: ability to multitask, problem-solve, prioritize, delegate, and to create systems and processes.
- Candidates must have excellent interpersonal skills including but not limited to verbal and written communication, organizational, negotiation, and leadership skills as well as have great attention to detail.
- Solid relationship management skills enhancing internal organizational relations and external community interactions.

**[Click Here to Apply](#)**

*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.*