Position: Community Engagement Manager
Organization: SBP – New Orleans
Reports to: Director of Operations

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 80+ staff and 240 AmeriCorps members, SBP has rebuilt more than 1,800 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

SBP New Orleans' Community Engagement Manager plays a vital role in ensuring a robust pipeline of homeowners in need of rebuilding services, as well as a queue of volunteers to meet these needs. Through the development of a strategic outreach plan and the effective management of AmeriCorps Volunteer and Client Services Coordinators, the Community Engagement Manager will ensure the stability and effectiveness of SBP New Orleans' operation.

Responsibilities - Volunteer Department:

- 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 prearrival communication; engaging orientation & introduction to the organization upon arrival; a nuanced follow-up depending upon the volunteer's interests after the service experience
- Solicit and communicate feedback from volunteers to others within the organization to continually improve on the volunteer experience
- Ensure quality experience for every SBP volunteer; providing immediate support and follow up communication as necessary if problems arise during the volunteer trip
- Deepen recruitment and engagement of key volunteer groups including corporate groups, faith based, locals, veterans, and skilled volunteers
- Ensure targets for volunteer to donor conversion are met
- Build strategic partnerships to increase SBP's network of stakeholders and supporters

Responsibilities - Client Services Department:

- Implement overall vision and goals for the Client Services department that all our clients are treated as we'd want our family treated.
- Ensure that organizational need for clients is met throughout the year in accordance with construction's demand and organizational goals.

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- 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.
- Pair client projects with appropriate funding sources.
- Understand regulations for all funding sources and ensure proper billing and receipt of all allocated funds.
- Vet and approve clients based on organizational standards.
- Design and implement strategies including outreach to affected individuals, pre and post surveying of clients to calculate impact & areas of improvement, and client engagement in furthering the mission of the organization
- Ensure all client data is gathered, tracked and communicated throughout the organization via Salesforce and in paper files.
- Coordinate with Construction Department to answer client questions and concerns as well as advocate for clients' housing needs.

Management & Organizational Responsibilities:

- Complete all activities with a sense of pride and ownership
- Provide direct supervision to 4-6 AmeriCorps Members
- Demonstrate leadership and accountability in interactions with team members
- Participate in company wide events, such as meetings and socials
- Display strong commitment to SBP's mission, values and ethos of community service

Requirements:

- A Bachelor's degree is required
- 1-3 years managerial experience and a relevant employment history
- Strong interpersonal, communication and relationship building skills
- Experience working with vulnerable populations
- Positive, solutions oriented attitude and desire to achieve results for disaster impacted families
- Able to satisfactorily pass a Criminal History Check to include sex offender registry, State Police, and FBI.
- Access to reliable transportation
- Strong passion for SBP's mission and work
- Flexible and solutions oriented
- Must possess a high degree of emotional intelligence.
- Must believe in an organization focused on a high performance culture, collaboration, results oriented, and transparency

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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.

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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.