



Position: Director of Recovery Operations
Location: Remote
Reports to: Chief Recovery Officer

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All interested candidates should submit a cover letter to accompany their resume.

About SBP

SBP, a leading social impact organization focused on disaster resilience and recovery, **solves the challenges facing at-risk communities** and scales impact with a proven model that brings the rigor of business and innovation to reduce risk, create resilient communities and streamline recovery. By taking this holistic approach, SBP shrinks the time between disaster and recovery in three connected ways—prepare, shape and build:

1. SBP **prepares** individuals, communities and organizations to mitigate risk and speed recovery.
2. SBP **shapes** federal policy and system change and state and local disaster recovery programs to be more efficient and effective.
3. SBP **builds** resilient communities efficiently and effectively and shares our proven model and approach with others.

Position Summary

The **Director of Recovery Operations** serves as a national leader for internal improvements, best-practice development, special projects and standardization within SBP's owner occupied rebuild program. This role works closely with senior leadership to implement a culture of continuous improvement and consistency in processes to more fully serve the needs of disaster impacted communities. The **Director of Recovery Operations** will support, coach and guide SBP operating sites to achieve greater impact.

Reporting to SBP's Chief Recovery Officer, the **Director of Recovery Operations** role is a new and exciting opportunity to elevate the impact of SBP's owner occupied rebuild program. This role will focus to three key elements for development in effort to mature and expand SBP's BUILD impact. These areas include 1) standardization and training of SBP core processes, adding capacity to operations in moments of vacancy in critical roles 2) execution of problem solving exercises, ensuring a wide reaching culture of continuous improvement through SBP operations and 3) supporting regular impact reporting, data analysis and special projects which support maintaining and enhancing SBP operations.

The **Director of Recovery Operations** role is expected to evolve into a wide reaching and influencing role at SBP, offering direct support and leadership to SBP's network of Executive Directors. This person will partner closely with Executive Directors and department managers across multiple locations. Travel to SBP operating sites is expected at a rate of at least one week per month.

Responsibilities

Operations Management

- Report to Chief Recovery Officer, maintaining alignment on goals and performance metrics for

- operating sites
- Maintain regular communication and accountability mechanisms with operating sites, monitoring key performance indicators for trends and risks
- Analyze data and uses value stream mapping to gain a deeper understanding of processes and identify strategic improvement opportunities
- Manage improvement projects across multiple operating sites, developing project plans and monitoring performance
- Document process and workflows to support standardization and training for future SBP team members
- Support systems to foster accountability and ownership between local operations and national leadership
- Advise and train new managers on SBP process and procedures
- Act as an internal technical expert in the areas of problem solving and continuous improvement through formal training
- Facilitates problem solving team events, exercising Lean/Six Sigma methodologies, that are working to eliminate waste and increase efficiencies in processes.
- Serve as thought partner to the Chief Recovery Officer on a range of strategic questions and organizational initiatives
- Provide leadership, training, coaching and guidance to junior staff
- Develop SOP's and process manuals

Disaster Response and Recovery Program Development

- Partner with Chief Recovery Officer on the development of new SBP rebuild operations, supporting development of program structure, local staffing and training
- Deploy to communities affected by disaster to support scaling of response and rebuild programs
- Identify partnership and collaborative opportunities to further impact of SBP's BUILD program
- Support local operations through capacity adding and management responsibilities during moments of vacancies within critical departments

Requirements

- Minimum 5 years of experience in team and program/operations management. 3 to 5 years of senior leadership experience a plus.
- Background of success in process improvement, change leadership and change management.
- Commitment to results; "Constructive Discontent" mindset with emphasis on accountability
- Excellent verbal and written communication and team management skills
- Strong decision-making skills
- Bachelor's Degree
- Must be able to pass FBI, state, and sex offender background checks
- Must be COVID-19 vaccinated and provide proof of vaccination

Performance Expectations

- Able to juggle multiple, competing priorities in a fast-paced environment.
- Exceptionally self-motivated and curious.
- High level of personal accountability.
- Align work performance with SBP's core values.
- Detail-oriented with strong troubleshooting, analytical and problem-solving abilities
- Superior work ethic and high energy level.
- Desire and ability to work, grow and learn in a startup environment.
- Demonstrate initiative and work as a team player.
- 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.

- Ability to understand and engage diverse audiences and new target markets.
- Fosters a culture and environment that positions AmeriCorps members and staff for success and makes SBP a great place to serve and work.

SBP is building a diverse and experienced staff. The organization encourages multiple perspectives and experiences, supports a multicultural environment, and strives to hire and retain a diverse workforce that reflects the populations we work with and the communities where we work. Our hiring and business practices appreciate the strengths offered through different backgrounds.

SBP is an equal opportunity, affirmative action employer and is committed to providing access, equal opportunity and reasonable accommodation for individuals with disabilities in employment, its services, programs, and activities. 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.