Position: Opportunity Housing Service Manager
Location: New Orleans
Reports to: Community Manager & Director of Property Management

Click to Apply

About SBP

SBP, a 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. SBP is a national disaster recovery and resilience organization that ensures under-resourced disaster survivors and communities of color access a predictable and equitable recovery. We accomplish this goal by:

**Prepping** individuals, communities, and organizations ahead of disasters to mitigate vulnerabilities

**Shaping** the disaster sector’s systems, policies, and programs

**Building** resilient communities

By taking this holistic approach, SBP shrinks the time between disaster and recovery, securing a brighter future for those impacted by disasters.

Position Summary

The Service Manager performs general and/or specialized maintenance and repairs, applies proficient skills in several maintenance trade disciplines, supervises a team of maintenance technicians and assistants, manages a budget for most cost effect practices, and provides supervision, training and development for assigned associates. In addition and along with the Community Manager, the Service Manager is responsible for overseeing the physical property, general maintenance repairs, unit make readies, preventative maintenance and construction or rehabilitation projects for the apartment community.

Essential Duties and Responsibilities:

- Provides service to residents in a prompt, courteous and professional manner.
- Establishes emergency maintenance on-call and daily work schedules for maintenance staff and meet with Community Manager daily to report on status of all scheduled work orders.
- Follows-up on work assignments for efficiency and thorough completion.
- Instructs staff on and enforce work policies and procedures, safety procedures and the use and maintenance of equipment and maintains on-site safety binder.
- Makes regular inspections of the community, notifies management of problems and recommends solutions.
- Can identify and correct hazardous property conditions that could place the property in a liable position.
- Utilizes a preventative maintenance program to minimize cost of maintenance and downtime of equipment and units by maintaining an adequate inventory of all parts, tools and equipment.
- Obtains competitive pricing on purchases, maintains control through purchase orders, oversees contract labor and order materials as needed and approved by Community Manager.
- Assists Community Manager in preparation of annual budget to maximize income, control expenditures and maintain financial objectives to meet predetermined budgetary goals.