



Position: **Recovery Services Director – New Orleans**  
Location: **New Orleans LA**  
Reports to: **Senior Director, Programs (Recovery Services)**

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### **About SBP**

*SBP is a national nonprofit organization dedicated to helping communities shrink the time between disaster and recovery. We take a holistic approach to disasters by increasing readiness and resilience before they happen and streamlining rebuilding and long-term recovery after.*

- *Building the Way Home for Disaster Survivors: SBP serves the most vulnerable homeowners in a community impacted by a major disaster through its Recovery Services. These services are currently offered through eight states across the Gulf South, where the risk of major natural disasters is greatest.*
- *Building Readiness and Resilience Through Local Partnership: SBP supports low-capacity, high-risk communities through its Advisory Services, providing training, consulting, and organizational capacity-building through a team of subject-matter experts and Resilience Fellows.*

*Joining SBP is more than just joining a workforce. It's about contributing to a mission where you can enact real change and make a difference in the lives of people impacted by disasters.*

### **Position Summary**

As SBP's Program Operations Director, you will provide strategic and operational leadership for SBP's New Orleans Owner Occupied Rebuild (OOR) program work in the Greater New Orleans area, with responsibility for team culture, staff performance, program delivery, and community impact. In partnership with internal and external stakeholders, you will lead the implementation and growth of housing recovery programs serving disaster-impacted and at-risk communities, supporting recovery and building resilience to the next disaster. This role is accountable for achieving annual production goals, strengthening local partnerships, and ensuring all work is aligned with and advances SBP's mission, vision, and values.

### **Responsibilities**

#### *Program Execution, Performance, and Compliance*

- *Oversee day-to-day operations to deliver high-quality services and meet annual production and client outcome goals.*
- *Inspect and audit client and construction files to ensure compliance and strong documentation practices.*
- *Identify issues, analyze complex situations, and make timely decisions to keep work on track.*
- *Ensure team priorities and daily activities align with SBP's mission, vision, and values.*
- *Set annual goals and performance benchmarks across production, client outcomes, volunteer engagement, budgeting, program delivery, and communications.*
- *Track progress, provide approvals, and adapt plans to meet targets.*

### *Team Leadership and Culture*

- Lead, coach, and develop the SBP New Orleans OOR team (3–4 staff), including oversight of subcontractors and vendors.
- Build a culture of excellence grounded in continuous improvement, practical problem-solving, and accountability.
- Motivate staff, AmeriCorps members, volunteers, partners, and funders to deliver against shared goals.

### *Partnerships, Volunteers, and Fundraising*

- Assess community needs and partnership opportunities; advance strategies to expand SBP’s local visibility, engagement, and impact.
- Participate in conferences, meetings, and events and represent SBPs in public events.
- Identify local fundraising opportunities; partner with the Advancement team to steward local donors and strategic partners. .
- Coordinate volunteer opportunities at the operating site and in the community.

### *Financial and Grant Stewardship*

- Develop and manage budgets and forecasts; monitor spending, analyze variances, and take corrective action to ensure fiscal accountability.
- Track grant expenditures and remaining balances; coordinate required documentation and reporting in partnership with Finance and Advancement.
- Maintain strong financial controls for local operations, including accurate coding, timely approvals, and complete supporting documentation.
- Support financial oversight of subcontractors and vendors (e.g., scopes, invoices, and cost tracking) to ensure alignment with budgets and grant requirements.

### *Professionalism and Growth*

- Maintain a flexible schedule to meet program needs and organizational priorities.
- Demonstrate initiative and collaborate effectively across teams.
- Serve as an ambassador for SBP; build and sustain strong internal and external relationships through clear communication and effective collaboration.
- Pursue ongoing professional growth and development.
- Provide support as needed to other teams/ departments (AKA: “all other duties as assigned”)

## **Requirements and Qualifications**

### *Leadership and Operations*

- Bachelor’s degree, or equivalent experience, required.
- Minimum of 7- 10 years of management experience required; executive leadership and/or nonprofit management experience strongly preferred.

### *Strategy, Budget and Results*

- Demonstrated success in setting strategic priorities and managing budgets.
- Proven track record of achieving results in fast-paced environments with competing priorities.

### *Core Competencies*

- Certification in Lean Six Sigma or experience working with the Toyota Production System.
- Excellent written and verbal communication skills.
- Strong ability to engage and collaborate with diverse stakeholders.
- Strong project management skills, including prioritization, delegation, and process improvement.
- Adaptability and sound judgment in ambiguous or changing environments.

#### *Mission Alignment*

- Commitment to SBP’s mission and values.
- Demonstrated resilience and professionalism in a fast-paced environment.

#### *Technical Skills*

- Proficiency in Microsoft Office, including Excel, Word, and PowerPoint.
- Experience using Salesforce and Procore is a plus.
- Proficiency with Google Workspace, Adobe, and Zoom.

#### *Compliance*

- Must successfully complete a criminal background check, including National Sex Offender Registry, state, and FBI screenings.
- Valid driver’s license and reliable transportation required.

#### **Salary Range**

\$85,000 - \$115,000

#### **Commitment to an Inclusive Workplace**

We love fresh perspectives and we know our teams grow stronger when they include different experiences. We adhere to all relevant employment laws and never discriminate in our hiring. By welcoming people from varied backgrounds, we spark new ideas and are better prepared to support the communities we serve.

#### **Equal Opportunity Employer**

*We are an equal opportunity employer. All applicants will be considered without discrimination on the basis of race, color, sex, sexual orientation, pregnancy, religion, age, national origin, genetic information, disability, military status, familial status, political affiliation, or any other characteristic protected by law.*