

Water Street Mission Job Description
Advancement Operations Manager

Job Summary: The Advancement Operations Manager is an essential part of Water Street's high performing Advancement team. They support the VP of Advancement and Advancement Leadership Team execute and exceed team goals, meet deadlines, and increase margin by improving processes. They also oversee the partner services team.

FLSA: Exempt, Full-Time

All Water Street Mission staff must be:

1. Willing to sign the WSM Statement of Faith
2. A current and active member and/or regular attendee of a local church.
3. Able to fully support the WSM core values and ministry philosophy.

Supervised by: VP, Advancement

Essential Functions:

1. Support VP of Advancement by:
 - Project Management related to VP tasks
 - Administrative support related to donor engagement – monitor donor timelines, assist with research for donor engagement, updating presentations, updating Raisers Edge
 - Administrative support related to team meetings
 - Manage VP's calendar internally and externally
 - Monitoring VP's phone and email insuring strong customer service and prompt response
 - Establish and monitor standard weekly reports to monitor Advancement KPI
 - Assist managing Advancement budget including requisitions, pcard and cash reimbursement
 - Assist managing PTO to insure adequate staffing and on-time payroll processing
 - Coordinating Department project and event calendar with marketing and events administrator and reporting calendar to VP.
2. Participate in Advancement Leadership team meetings, ensuring meeting and follow through happen smoothly.
3. Manage Partner Services team
 - Oversee process management
 - Oversee staffing, including ensuring we have adequate seasonal help
 - Work with VP and consultant to oversee quality of data entry
 - Help donor services interface with other departments, as needed
 - May require work backing up Donor Services Assistant
 - May require work backing up for Donor Services Database Administrator
4. Work with VP of Advancement on continuous process improvement, including investigating technology/software, if appropriate
5. Manage recruiting/interview/hiring process, as needed

Supervises: Partner Services – Database Administrator, Partner Services Assistant

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS

- Strategic thinker executor
- Proven ability to juggle competing priorities in a fast-paced environment
- Demonstrated ability to provide outstanding customer service
- Outstanding verbal, written and interpersonal communication skills
- Excellent organizational, project and process management skills

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- Desire to work collaboratively
- Experience working with a CRM Database Software and Project Management Software a plus
- Proficient with Word, PowerPoint and Excel
- Ability to work independently and manage time effectively
- Demonstrated ability to make good decisions independently.

MINIMUM QUALIFICATIONS & EXPERIENCE

The ideal Partner Relations Team Member will possess:

- Motivation to see the lives of hurting men, women, and children restored
- Bachelor's degree helpful
- Minimum of 5-7 years of related work experience, preferably in Marketing or Fund-Raising environment. Non-profit experience not required but helpful.
- Experience managing fast paced office experience
- Person of integrity who can present strong character and employment references

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. While performing the essential functions of this job the employee is regularly required to stand, walk, or sit and use hands to finger, handle, or feel, and is occasionally required to lift and/or move up to 35 pounds. May require occasional weekend or evening availability.

Christian Life: As an employee of Water Street Mission you are an important member of a Christian Missionary organization. All staff members are Christian missionaries and are required from time to time to participate in chapel services, outreach ministries, or counseling sessions. Because of the nature of these types of ministries it is an absolute necessity that you possess and maintain a testimony or lifestyle that is above reproach. What you do on your own time may seriously affect your ability to perform these types of ministries, which are an important part of your job.

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