

Water Street Ministries Job Description
Church Ambassador

Job Summary: As a part of the Development team at Water Street, Church Partner Relations is responsible for advancing the mission of Water Street Mission through relationships with Churches in Lancaster County.

The Partner Relations team advances Water Street's purpose by building joyful partnerships at the intersection of Water Street's greatest needs and our partner's philanthropic priorities. We use a moves management process to deepen relationship and invite partnership. Partnership opportunities are drawn from a portfolio of financial needs established by the Leadership Team; these opportunities include the annual fund, strategic funding priorities, EITC, and sponsorship opportunities. In select circumstances, we may discuss gifts-in-kind or volunteering on campus.

The collaborative culture of our team emphasizes helping each other develop and execute personalized engagement strategies, learning together how to best serve donors and tell the Water Street story. While meeting financial goals is important, we prioritize doing the right behaviors as often as possible over simply closing gifts. Team performance is more important than individual performance. This team also works closely with marketing to execute select fund raising events that will draw specific audiences into closer partnership with WSM.

They will be responsible for personal contact with, and part of the overall communication strategy for, this critical group of partners with an eye toward increased annual and project giving, volunteering, GIK drives, as well as general donor retention.

FLSA: Non-exempt, part-time 20 hours/week

All WSM Staff must be:

- Willing to sign the Water Street Mission's Statement of Faith
- A current and active member and/or regular attendee of a local church
- Able to fully support the Water Street Mission's Core Values and Ministry Philosophy

Supervised by: Director of Advancement Operations

Expectations:

1. Partner Relations will manage a portfolio of current and prospective church partners through a combination of face to face visits, customized proposals, invitations to events, phone calls, personalized thank you letters, and email. Given the number of partners, this will involve prioritizing relationships and focusing efforts through a combination of customized and mass communication.
2. Develop, execute and improve processes associated with recruiting volunteers from churches in partnership with other members of the Advancement team and staff in other departments. This includes both recruiting individual small groups and engaging whole congregations through the 'Week/Month of service' program. 'Week/Month of service' refers to pre-packaged collection of opportunities to serve across campus that create opportunity for an entire congregation to become more deeply involved with Water Street.
3. Develop, execute and improve processes associated with church 1-day conference. This conference is intended to invite congregations from around Lancaster County think together about mobilizing their congregations into local mission for the sake of the spiritual growth of individuals and the shalom of Lancaster.
4. Develop, execute and improve processes associated with providing speakers to local organizations. This may involve prioritizing opportunities as well as identifying the best person to represent Water Street at a given event, be they a Water Street employee or one of our "Ambassadors" from the local community. This also includes thinking through support materials to use at a church during a speaking

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engagement.

5. Meet or exceed agreed upon annual objectives with respect to direct partner engagement, invitations to support through cash, volunteering and GIK, and associated financial objectives.
6. Support all internal fundraising events, including personal invitations consistent with donor engagement strategies designed to deepen the relationship between the partner and Water Street Mission.
7. Know and effectively communicate the ethos, vision and mission of all aspects of Water Street Mission, including all approved funding priorities.
8. Meet or exceed agreed upon annual objectives with respect to face to face direct partner engagement, invitations to support, and associated financial objectives.
9. Meet or exceed department standards regarding knowing and maintaining electronic donor files including entering meeting reports in our donor database.
10. Use our moves management process to prepare personalized engagement strategies for the donors in your portfolio. This includes developing outlines of your goal for meetings with our partners, including what questions you may ask, what questions you anticipate, and what outcomes you expect that will inform next steps in deepening that partnership.
11. A commitment to include the President, Leadership Team or other “expert witnesses” as part of the donor cultivation process. This includes supporting the “expert witness” by preparing and discussing a standardized briefing with the expert. It is expected that all Ambassadors will include the VP of Advancement in meetings on a regular basis.
12. A commitment to create a collaborative, learning community in Advancement, living out our core value of “Grace is our Model” while contributing to each other’s professional and spiritual growth. This includes coming to Partner Relations team meetings ready to ask for help with donor strategy and plans as well as strengthen each other’s strategies and plans.
13. Develop the working knowledge necessary to track activities (‘moves management’) in donor management software (Raisers Edge) and project management software (Basecamp).
14. Work in partnership with other members of the Advancement team to develop specialized mail campaigns, primarily at calendar and fiscal year end, to increase donor involvement.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS

- Demonstrate a passion for connecting with supporters of Water Street Mission
- Demonstrated ability to provide outstanding customer service
- Outstanding verbal communication and interpersonal skills
- Excellent writing and organizational skills
- Desire to work collaboratively
- Experience in working with a CMS and CRM Database Software (Raisers’ Edge would be an advantage)
- Proficient with Word, PowerPoint and Excel
- Ability to work independently and manage time effectively
- Must demonstrate the 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
- Possess a bachelor's degree and a minimum of 3 to 5 years of related work experience in a sales, public relations or fundraising environment
- Experience maintaining and growing relationships with individuals and groups
- Person of integrity who can present strong character and employment references

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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, and is occasionally required to lift and/or move up to 35 pounds.

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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