

Water Street Mission Job Description
Director Advancement Operations

Job Summary:

As part of the Advancement Leadership Team (ALT), the Director of Advancement Operations is an essential catalyst of Water Street's high performing Advancement Team. They work closely with the VP of Advancement, Director of Marketing and Volunteer Manager to establish the strategic direction and annual plan. They then plan a central role in the daily and tactical work of executing and exceeding team goals, meeting deadlines, and increasing margin by creating clear standards and 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. Establish, meet, (exceed!) cultural and partnership goals (time, treasure and talent) of Advancement team in partnership with VP of Advancement, Director of Marketing and Volunteer Manager.
 - Provide ALT with a clear picture of Advancement Team's existing and potential operational needs or limitations as the ALT establishes department vision and plans
 - Integrate decisions made at monthly/quarterly ALT meetings into existing plans ensuring smooth, strong follow through
 - Gather/provide analysis of giving trends and donor behaviors that will inform strategic decisions and plans
2. Assist in creating Advancement team standards, including coaching team
3. Assist creating a culture of learning and continuous process improvement, including;
 - Conducting regular reviews of business areas; and,
 - Help planning monthly "brown bag lunches" that build a sense of community and provide a mixture of spiritual and professional development to the team
 - Investigating technology/software, if appropriate
 - Coordinate lunch and learn across the team for topics providing professional expertise that enhance Advancement activities
4. Support VP of Advancement by:
 - Managing day-to-day operations of the department including department and team cadences
 - Establish and monitor standard weekly reports to monitor Advancement KPI
 - Assist in creating reports VP delivers to Advancement Team, Leadership Team and/or Board
 - Assist creating and managing department budget including revenue projections and expenses
 - Coordinating Department project and event calendar with project leaders, marketing and events

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administrator; and reporting calendar to VP.

- Administrative support required for department and team synchronization
- Project Leadership and Management, as requested
- Coordinate and synchronize VP's internal calendar
- Assist managing PTO to insure adequate staffing and on-time payroll processing
- Help Ambassadors establish annual plans and weekly rhythms, so they meet or exceed department standards for behaviors and associated financial targets
- Discuss obstacles to performance with VP of Advancement with eye towards removing obstacles in keeping with our culture of philanthropy

5. Manage Partner Services team

- Oversee process management associated with all donation processing and database functions
- Oversee staffing, including ensuring we have adequate seasonal or volunteer help
- Work with VP and vendors to oversee quality of data entry
- Help donor services interface with other departments, as needed
- May require work backing up Donor Services Database Administrator and Assistant

6. Manage recruiting/interview/hiring process, as needed

Supervises:

Partner Services – Database Administrator, Partner Services Assistant, Partner Ambassador

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
- 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 Team Member will possess:

- Motivation to see the lives of hurting men, women, and children restored
- Bachelor's degree
- 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

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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 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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