



MERCY HOUSE

OF CHAMBERSBURG

Position: Advancement Director

Responsible to: Executive Director

Status: Full time, salaried

Special Conditions: Some evening, weekend, and on-call work required; occasional travel for community events and donor meetings

The Advancement Director is a key leadership role responsible for developing and implementing comprehensive advancement strategies, fundraising initiatives, communications, and volunteer programs for Mercy House. This position requires a detail-oriented professional who can seamlessly manage multiple complex initiatives while maintaining the highest standards.

General Duties

Executive Oversight

- Develop and implement advancement and communication policies and procedures to ensure organizational effectiveness and alignment
- Manage the advancement department budget with fiscal responsibility and strategic planning
- Supervise and monitor the marketing coordinator and fundraising consultant to facilitate a highly functioning team
- Complete annual staff performance evaluations to support professional development and organizational goals
- Serve as the staff liaison for advancement, marketing, and communications board committees
- Assist the executive director with board meeting preparation and facilitation

Functional Duties

Fundraising Responsibilities

- Lead and oversee a comprehensive fundraising program that supports Mercy House's mission and strategic objectives
- Direct multiple fundraising streams, including major gifts strategy, annual giving campaigns, capital campaigns, special projects, and endowment programming
- Build and maintain compelling foundation and corporate proposals and grant applications
- Implement and maintain donor relations policies and procedures to ensure donor engagement and satisfaction
- Manage donor recognition programs, including naming opportunities and acknowledgement processes
- Maintain and manage donor database with rigorous data protocols and management
- Process all donations, including gift entry, deposit tracking, donor acknowledgements, donor queries
- Manage and provide a comprehensive suite of reports
- Coordinate and conduct thorough prospect research activities

Communications

- Oversee all marketing and communications efforts
- Build and protect the organization's brand and professional image

- Develop comprehensive communication structures for donors, staff, volunteers, and other stakeholders
- Facilitate family surveys and storytelling to highlight Mercy House's impact
- Represent Mercy House at community events and networking opportunities
- Monitor and manage crisis communications and social media matters

Volunteer Program Management

- Develop and implement robust volunteer policies and procedures
- Oversee comprehensive volunteer program, including program development, volunteer recruitment, orientation and training, scheduling, and recognition and appreciation
- Conduct ongoing program evaluation to ensure effectiveness and continuous improvement
- Train and develop select volunteers as Mercy House ambassadors
- Schedule and prepare volunteer communications

Requirements

Education and Experience

- Bachelor's degree in nonprofit management, communications, business administration, or related field
- Minimum three years of experience in nonprofit advancement, fundraising, or related role
- Proven track record of successful fundraising and donor relationship management

Skills and Competencies

- Strong leadership and team management skills
- Exceptional written and verbal communication abilities
- Proficiency in donor management software and database systems
- Grant writing and proposal development experience
- Strategic planning and budget management expertise
- Strong interpersonal and networking capabilities
- Commitment to Mercy House's mission and values

Personal Attributes

- Balances team collaboration with independent initiative
- High emotional intelligence and diplomatic communications skills
- Commitment to organizational mission and values, and passion for social impact
- High standards of integrity and ethical conduct in professional interactions
- Adaptable and resilient, able to handle crisis situations and prioritize complex tasks
- Proactive and detail-oriented, flexible approach to changing organizational needs

Technical Skills

- Proficiency in Microsoft Office Suite/MS 365
- Experience with accounting and volunteer management software

Mercy House is an Equal Opportunity Employer committed to creating an inclusive workplace that values diversity and supports professional growth. This job description does not state or imply that these are the only duties to be performed in this position.