



EMPLOYMENT OPPORTUNITY

COMMUNITY ENGAGEMENT COORDINATOR

Location: Toronto, ON (Canada)
(With possibility to work remotely/hybrid in Canada)
Date Issued: June 15th, 2022

Do you have a passion for changing lives? Do you describe yourself as a leader? Are you knowledgeable about student life and experiences? Do you strive to exceed expectations every day in every way? Do you believe in the power of communities to bring about change? Do you want to work for an organization that acknowledges the importance of work-life balance? If this, is you, read on!

Operation Smile Canada is seeking an individual to join our growing team as a **Community Engagement Coordinator**.

The ideal candidate for this position is a team player with an eye for detail and a can-do attitude. You thrive in a fast-paced working environment where you are confident in taking initiative. You are self-disciplined and organized. You love putting smiles on people's faces and are skilled at anticipating needs, solving problems and delivering results.

OPERATION SMILE

We are a volunteer-delivered global medical charity that provides free surgery and complete care to repair cleft lip, cleft palate and other facial differences for children and young adults. Active in over 35 countries around the world, we exist to make sure everyone receives the safe surgery and complete care they need (through our comprehensive care centres) wherever they live in the world.

Through our medical and education programs around the world and guided by our Medical Global Standards[®], we are at the forefront of enabling local communities in low- and middle-income countries to provide safe surgery because we believe access to safe surgery is a basic right.

Operation Smile Canada is dedicated to recruiting and retaining a qualified workforce. By valuing diversity, OSCF commits to hiring practices that are fair, equitable and accessible and will always hire the most qualified candidate for a position. We will ensure the search and hiring process is fair and impartial, so the appropriate qualifications of each candidate are the only criteria upon which a hiring decision is made.

For more information, check us out at: www.operationsmile.ca.

THE ROLE

Working alongside a growing and passionate team, the Community Engagement Coordinator will be responsible for maintaining and increasing a high-touch portfolio of community ambassadors, including students and school clubs participating in Operation Smile Canada's fundraising and awareness raising campaigns and activities. The Coordinator will also assist the team with administrative tasks around community engagement activities and general department support.

YOUR KEY FUNCTIONS AND ACCOUNTABILITIES

- Be the main point of contact for student clubs and student leaders across Canada
- Provide high level of service and support to student and other community engagement initiatives
- Promote philanthropy and leadership to student clubs and leaders through our S.M.I.L.E. Engagement Program
- Assist in the implementation of campaigns, including Longest Day of SMILES[®], Be Changemakers and Cycle for Smiles
- Visit schools and community presentations as needed and present to club members, student bodies and community groups and clubs
- Support Brand & Communications Team with content related to the Student Programs and general community supporters on Operation Smile social media properties, keeping students engaged, motivated and informed; monitor engagement and posts on Operation Smile Canada's main social channels and escalate issues to the relevant Team as needed
- Assist with the development of newsletters and communication plans for students and other community ambassadors
- Send out welcome kits and information packages to students and community ambassadors
- Assist the Community Engagement Team with administrative tasks around community 3rd party events and booking presentations and speaking engagements as needed
- Assist with the development of new resources and materials, such as recruitment tools, that communicate to a wide array of audiences
- Address emails and inquiries in the Community Engagement shared email accounts in a timely and efficient manner
- Assist with the coordination and implementation of service projects and corporate employee engagement initiatives
- Provide administrative support to the Community Engagement Team and other departments as needed
- Other duties as required

YOUR SKILLS AND TRAITS

You have a demonstrated ability to provide a high-quality level of service and responsiveness to donors (customers). You are energized by sharing the impact of a gift and are comfortable picking up the phone to speak with donors.

You are a self-motivated individual who can set priorities and manage multiple projects and tight timelines. You are committed to creative innovation and continuous improvement. You are comfortable organizing and facilitating national calls for our student leaders for orientations, training, and other meetings.

Your approach to work exemplifies teamwork and collaboration. As part of a national team, you bring a desire to support, collaborate, and work successfully with remote colleagues and community ambassadors across Canada.

DESIRED QUALIFICATIONS AND REQUIRED SKILLS

- Bachelor's Degree, Post-secondary education, or equivalent experience
- Ideally possesses 1-2 years of experience in customer service-focused or community related volunteer positions
- Personal experience with starting student clubs and/or holding executive positions within them
- Proficient computer skills including, Word, Excel, PowerPoint and Outlook
- Experience with database systems is an asset (preferably Raisers Edge and Luminate)
- Interest and appreciation of Operation Smile Canada's core values and ability to communicate those values across different platforms and audiences
- Strong customer service orientation
- Ability and comfort with domestic and international travel, if required.
- Capacity to take on a large workload with competing deadlines
- Ability to build rapport and develop relationships quickly
- Ability to take initiative and solve problems in a resourceful manner
- Highly flexible with a positive, can-do attitude
- Ability to lead and influence students to embrace a culture of philanthropy
- Excellent written and oral communication skills
- Comfort planning and facilitating meetings with students and community members.
- Ability to speak French and/or Spanish is desirable
- Attention to detail, and high-level of accountability for the quality and timely completion of projects
- Excellent public speaking and presentation skills; comfortable presenting in front of large groups of people
- Ability to use independent judgment that align with overall goals and objectives of the department
- Interest in fundraising and engaging various stakeholders
- Ability to smile during high-pressure situations
- Flexible schedule as some evening and/or weekend work may be required

WHY YOU WILL LOVE WORKING HERE

We wake up each day knowing there are children born every three minutes with a cleft condition somewhere in the world. As a team focused on a global strategy to ensure every child who needs surgery and care is never left behind, we set smart goals and work hard each day to achieve them so we can deliver greater impact (and smiles) to children, families and the communities we serve. We aspire to be a learning organization that values each other and our collective abilities to meet and exceed expectations in everything we do. We are committed to supporting flexible work arrangements, investing in technology or other resources to enable you to effectively work from home or from our office located in downtown Toronto (University & Dundas).

SALARY & BENEFITS

- This is a full-time, permanent position
- The salary range for this position is \$40,000 - \$50,000, including paid vacation time
- A highly competitive benefits package including an RRSP matching program

HOW TO APPLY

Please submit your resume or CV along with a cover letter (together as one PDF document) to: ca-careers@operationsmile.org. Please indicate where you saw this opportunity in your application letter and ensure the subject line of your email contains the position title: Community Engagement Coordinator.

Address your cover letter to:

Patricia Vidov
National Director of Community Engagement
Operation Smile Canada

APPLICATION DEADLINE: MONDAY, JULY 4, 2022

Operation Smile Canada thanks all applicants in advance. Only those candidates selected for an interview will be contacted. Operation Smile Canada is an equal opportunity employer. We are committed to inclusive, barrier-free recruitment and selection processes, and work environment in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). We will be happy to work with applicants requesting accommodation at any stage of the hiring process.

Thank you for your interest in being part of our smile movement at Operation Smile Canada. We look forward to hearing from you. In the meantime, keep smiling - a child is counting on it!