



EMPLOYMENT OPPORTUNITY ENGAGEMENT SPECIALIST

LOCATION: REMOTE (Canada)

Date Issued: November 7, 2024

Are you passionate about making an impact on the lives of others? Do you have experience building relationships and mobilizing partners to raise funds and awareness for philanthropic causes? If so, join our team as an Engagement Specialist.

As Engagement Specialist, you will play a crucial role in supporting and growing our third-party and peer-to-peer fundraising initiatives at Operation Smile Canada across Canada. You will provide the tools, resources, and support needed to reach fundraising goals and help children born with cleft conditions around the world. If you are a dynamic self-starter with enthusiasm for fundraising and engagement, we want to hear from you!

OPERATION SMILE

We are a volunteer-delivered global medical nonprofit that provides free, safe surgery and comprehensive care to patients with cleft palate and craniofacial differences in 37 countries around the world. Operation Smile Canada raises funds from our donor partners who want to directly impact the lives of children living with cleft conditions and other facial differences. Our partners are as committed as we are to a world where health and dignity are improved through safe surgery and complete care.

We have a plan for the next decade to increase access to essential surgical care for one million more patients living in low- and middle-income countries. Achieving this goal requires more people caring for more patients in more places. It also requires us to broaden the awareness of our great brand and raise more funds through our diverse fundraising programs.

Operation Smile Canada (OSC) is dedicated to recruiting and retaining a qualified workforce. By valuing diversity, OSC 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.

You can learn more about Operation Smile Canada by visiting: www.operationsmile.ca.

THE ROLE

Working alongside a growing and passionate team, the Engagement Specialist will be responsible for elevating Operation Smile Canada's Peer to Peer (P2P) and Third Party (3P) events and partnerships by developing strategies for the cultivation, solicitation and stewardship of new corporate supporters, groups and individuals for P2P and 3P fundraising and awareness-raising campaigns and activities. The Engagement Specialist will also assist the Philanthropy team to build relationships and ensure strong, consistent stewardship of our donors and corporate partners, along with some administrative tasks and general department support when needed.

HOURS & LOCATION

Working remotely within Canada, the Engagement Specialist's hours must overlap at least four hours of the Eastern Standard Time workday (8am-5pm) within a full-time schedule. Some exceptions will include attending in person events at various times and locations across Canada when needed.

YOUR KEY FUNCTIONS AND ACCOUNTABILITIES

- Identify, develop and cultivate relationships to help sustain and grow the P2P event portfolio, including solicitation for employee engagement initiatives, team recruitment, student-led fundraising, individual fundraisers, sponsorship and identification of new third-party events.
- Work cross-functionally with other team members to identify sponsors.
- Conduct prospect research to identify new contacts, companies, and growth opportunities.
- Provide the highest level of service and equip new and existing OSC signature P2P and 3P fundraisers with the tools and resources to reach their goals, while ensuring that fundraisers respect and follow OSC's brand guidelines.
- Assist with the development of new resources and materials, such as recruitment tools and fundraising toolkits, that communicate to a wide array of audiences.
- Collaborate with other departments to define the recognition and strategy for third party fundraising growth.
- Maintain and monitor campaign performance that tracks overall progress and achievement of milestones.
- Cultivate and grow partnerships with existing and new companies to explore employee involvement to realize revenue targets.

Other:

- Provides administrative support to the team and other departments as needed.
- Other duties as assigned by the Director, Corporate Philanthropy & Partnerships.

YOUR SKILLS AND TRAITS

You are a problem solver who has a demonstrated ability to provide a high-quality level of service and responsiveness to donors and volunteer fundraisers. You bring an entrepreneurial spirit that will help grow our program to new heights. 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 calls with our partners to encourage activation and participation.

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

- Post-secondary education in a related field and a minimum of two-four years' related experience or equivalent combination of education and experience.
- Direct experience working with peer-to-peer fundraising, employee campaigns, or digital fundraising is highly desirable. Experience working with AKA Raisin or equivalent P2P platform a valuable asset.
- Excellent interpersonal skills to build relationships with all levels of the organization, members of the public, communities, and fundraising volunteers.
- Interest and appreciation of Operation Smile Canada's core mission and ability to communicate that mission across different platforms and audiences.
- An ambassador in the workplace and community who embodies the core values of our organization: Compassion, Integrity, Resilience & Impact.
- Tech and social media savvy, able to quickly learn new platforms as required.
- Top-notch time management skills with the ability to manage multiple competing priorities and shifting deadlines while continuously moving projects forward.
- Demonstrated communication skills (verbal and written) including the ability to confidently speak in public or with large groups and regularly reach out by phone to current and prospective supporters.
- Works well independently and as a member of a growing team.
- Demonstrated administrative and computer skills including advanced proficiency in MS Office, including Teams, Word, Excel, PowerPoint and Outlook. Experience working with Raiser's Edge NXT or another fundraising database is an asset.
- Approaches each task with a positive, can-do attitude.
- Flexibility to work the occasional evening or weekend as required.
- A dedicated workspace with reliable internet service is a must for a remote position.
- The ability to travel, as required, by various means of transportation.

WHY YOU WILL LOVE WORKING HERE

You'll love working with us because we're a team that's driven by purpose and passion. At Operation Smile, every day brings the opportunity to make a real difference in the world, while growing both personally and professionally. We foster a supportive, collaborative environment where your ideas are valued, and your efforts directly contribute to creating brighter futures for children and families. Join us and be part of something truly meaningful!

We are 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, and 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 \$55,000 - \$78,750, including paid vacation time.
- A highly competitive benefits package including an RRSP matching program, and more!

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 and ensure the subject line of your email contains the position title: *Engagement Specialist*.

Address your cover letter to:

Kristy Rousseau
Vice President, Philanthropy
Operation Smile Canada

APPLICATION DEADLINE

November 22, 2024

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!