



VOLUNTEER OPPORTUNITY Office Volunteer(s)

Location: Toronto, ON

Date Issued: October 20, 2025

Do you have a passion for volunteering and brightening someone's day? Are you reliable, friendly, and have a can-do attitude that shines in a busy office environment? We're looking for office volunteers to help with administrative tasks, with a special focus on making thank-you calls to our generous donors. This is a great opportunity to apply and grow your skills while volunteering alongside a passionate and dedicated team. If you're excited to provide exceptional service and heartfelt appreciation to our donors, students, and volunteers—we'd love to have you join us!

The **Office Volunteer(s)** will support the Operation Smile Canada Foundation (OSCF) team on various administrative and donor-related activities to help ensure smooth operations within the organization. This role provides valuable assistance in donor relations, office support, and research. You will have the opportunity to make a real impact, build skills, and connect with others. Whether you're driven by a passion for our cause, a sense of duty, or the desire to grow professionally, volunteering with OSFC offers a meaningful way to give back and support our global community.

OPERATION SMILE

Operation Smile is a volunteer-delivered global medical charity that provides free, safe surgery and comprehensive care to patients with cleft lip and palate 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.

We have a plan for the next decade to increase access to cleft and essential surgical care for one million patients 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 from our diverse fundraising programs.

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

THE ROLE

The primary duties of the **Office Volunteer(s)** are to support OSCF on various administrative and partner (donor, student and volunteer) related activities to help ensure smooth operations within the organization. This role provides valuable assistance in donor relations, office support, and research, contributing to an excellent experience for our supporters and community. The ideal candidate is organized, detail-oriented, and eager to contribute to the mission of the organization. The **Office Volunteer(s)** will also be a backup for other departments if needed. Your most important duty is to SMILE!

KEY FUNCTIONS AND ACCOUNTABILITIES

- Conduct donor/partner thank you calls to show appreciation for their gifts.
- Support internal departments with partner-related queries to ensure excellent donor/partner experience.
- Assist with assembling and shipping welcome kits/packages for some of our partners (donors, volunteers, students, etc.) as needed.
- Assist with Raiser's Edge NXT database tasks.
- Assist with handwriting cards for donors.
- Assist with research projects as needed.
- General office support and other duties as required.

DESIRED EXPERIENCE, SKILLS AND COMMITMENT & TRAINING

EXPERIENCE:

- Customer service experience, especially over the phone, is highly desirable.
- Prior experience in an office or administrative setting is considered an asset.
- Experience with databases preferred; however, training will be provided.
- Experience with Microsoft Office (Word, Outlook, Excel) is required.

SKILLS:

- Excellent oral, written, and interpersonal communication skills.
- Must maintain confidentiality of all donor records and information.
- Highly resourceful, motivated, detail-oriented, and well organized.
- Self-directed and capable of volunteering with minimum supervision, yet willing to seek clarification when needed and volunteer as part of a larger team.
- Goal oriented, able to meet deadlines, and multi-task.
- Flexible and willing to take directions.

COMMITMENT & TRAINING:

- The **Office Volunteer(s)** position is an in-office, unpaid, part-time position. Office located at 204-375 University Avenue, Toronto, Ontario M5G 2J5:
- Hours are flexible, with a minimum of 3 hours per shift, Monday to Friday or for as many days as you can commit.
- Minimum 3-month commitment.
- Agree to abide by OSFC's Volunteer Code of Conduct, including policies and procedures concerning confidentiality, and the prevention of workplace harassment and violence.
- Preliminary Screening: 1 phone/video interview, 1 in-person Interview, two character-references, background check.
- Volunteer orientation and office training will be provided by the in-office team.

WHY YOU WILL LOVE VOLUNTEERING HERE

- You'll love volunteering 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 as individuals and our collective abilities to meet and exceed expectations in everything we do by mentoring, teaching, and training each other.
- Applying and continuing to gain skills and experience in office and database administration while volunteering with a passionate and dedicated team.
- Letter confirming volunteer hours upon request.
- Reference letter after a minimum of 3 months' successful participation as a volunteer.

HOW TO APPLY

Please submit your resume or CV along with a cover letter (**as one PDF document**) to:

ca-volunteers@operationssmile.org. Please ensure the subject line of your email contains the position title: *Office Volunteer*.

Address your cover letter to:

Julia Navarro
Talent & Culture Specialist
Operation Smile Canada

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 organization. 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 recruitment 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!