



VOLUNTEER OPPORTUNITY

Office Volunteers

Location: Toronto, ON
Date Issued: August 4, 2026

Do you have a passion for volunteering and putting smiles on people's faces? Are you reliable with a can-do attitude who thrives in a fast-paced environment? Looking for a way to grow your skills and experience in office and database administration while volunteering with a passionate and dedicated team? Excited to provide exceptional service to our donors, students, and volunteers?

Office Volunteers 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, research, and more. 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 mission and vision.

OPERATION SMILE:

Operation Smile is a leading global non-profit that provides free, safe surgery and comprehensive care to patients born with cleft lip and palate in over 35 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 our **Office Volunteers** are to support OSCF staff with 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, research, and more. The ideal candidate is organized, detail-oriented, and eager to contribute to the mission of our organization, with a SMILE!

KEY FUNCTIONS AND ACCOUNTABILITIES, MAY INCLUDE:

- Supporting internal departments with partner-related inquiries to ensure excellent donor/partner experience.
- Assembling and shipping welcome kits/packages for some of our partners (donors, volunteers, students, etc.), as needed.
- Assisting with Raiser's Edge NXT database tasks.
- Conducting donor/partner thank you calls.
- Assisting with handwriting cards for donors.
- Assisting with research projects.
- General office support and other duties, as required.

DESIRED EXPERIENCE, SKILLS, COMMITMENT & TRAINING:

EXPERIENCE:

- Prior experience in an office or administrative setting is beneficial but not required.
- Customer service experience is highly desirable.
- Experience with Microsoft Office (Word, Outlook, Excel) is required.
- Experience with databases is preferred; however, training will be provided.

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** position is an in-office, unpaid, part-time position. Office is located at 204-375 University Avenue, Toronto, Ontario M5G 2J5.
- Start and end times are flexible, with a minimum of 3 hours per shift. At least 2 shifts per week (Monday to Thursday preferred).
- Minimum 3-month commitment.

- Agree to OSFC's Volunteer Code of Conduct, including policies and procedures concerning confidentiality, and the prevention of workplace harassment and violence.
- Recruitment process includes a phone/video interview, an in-person Interview, two professional and character references and 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, upon request.

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:

Diana Church
VP, Talent & Culture
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!