



EMPLOYMENT OPPORTUNITY PHILANTHROPY ASSOCIATE

LOCATION: TORONTO, ON (HYBRID)

DATE ISSUED: January 7th, 2026

Do you have a passion for organization and checking things off your to-do list? Do you strive to exceed expectations every day in every way? Are you looking for a position where you make an impact? Are you compassionate and resilient? If this is you, read on!

Operation Smile Canada is seeking an administrative professional to join our dynamic team of accomplished fundraisers.

The ideal candidate for this position is someone who has integrity, an entrepreneurial spirit and a can-do attitude. You thrive in a fast-paced working environment where you are not afraid to take 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, 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 and complete care.

We have a plan for the next decade to increase access to cleft and essential surgical care for one million patients living in resource-challenged 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.

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

THE ROLE

As Philanthropy Associate you will provide administrative support to the VP, Philanthropy and other members of the philanthropy team. You will contribute to growing our major gifts, planned giving, mid-level giving, and corporate philanthropy and partnerships programs.

As part of a national team, you bring a history of supporting, collaborating, and working successfully with remote team members.

YOUR KEY FUNCTIONS AND ACCOUNTABILITIES

- Provide day-to-day administrative assistance to the Philanthropy Team including office-based support to fully remote employees.
- Coordinate philanthropy team virtual and in-person meetings including preparing agendas and meeting packages, logistics, taking notes and following up on actions.
- Support the development of streamlined internal administrative processes and maintain an efficient electronic filing system.
- Prepare expense reports, book and confirm external meetings, and assist with travel arrangements.
- Assist with mailings, including ensuring remote team members have the materials they need from the office.
- Format, review, and edit a range of reports and donor correspondence.
- Assist with the preparation of proposals, pitch decks, stewardship reports, briefing notes, and other donor materials and packages.
- Correspond with current and potential donors including making daily phone calls.
- Meticulously update and maintain donor database (Raiser's Edge / RE NXT) records in a timely manner.
- Other duties as required.

DESIRED QUALIFICATIONS AND REQUIRED SKILLS

- A combination of education and relevant work experience (preferably in the charitable sector).
- Experience in customer service and administrative support (previous experience supporting frontline fundraisers is a highly desired asset).
- Knowledge of estate administration is considered a significant asset.
- Well-honed organizational skills and the ability to prioritize effectively.
- Exceptional aptitude for digital technologies including video conferencing and Microsoft Office software is essential.
- Experience using donor or CRM databases. Raiser's Edge NXT knowledge is an asset.
- A dedicated workspace with reliable internet service is a must for a hybrid position.
- The ability to travel and provide own transportation as required.

CHARACTERISTICS

- A team player who enjoys anticipating needs and supporting your colleagues.
- Highly organized and detail-oriented, you love to check things off your to-do list.
- Capacity for independent, self-initiated action, with minimum supervision and a high level of accuracy and quality of work.
- Responsive, tactful and courteous communication style.
- Outstanding oral and written communication skills. Proficiency in a second language is considered an asset.
- Ability to exercise confidentiality and discretion at all times is essential.
- A strong ambassador, in the workplace and community, and embodies the core values of our organization – Compassion, Integrity, Resilience & Impact.

WHY YOU WILL LOVE WORKING HERE

- We wake up each day knowing the work we do is helping children, families, and communities in the areas we serve. 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 need 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 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, 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

- The hiring salary range for this position is \$47,250-\$60,000, including paid vacation time.
- A highly competitive benefits package including an RRSP matching program.
- Option to work from our office at 375 University Avenue full-time or on a hybrid work schedule.

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 ensure the subject line of your email contains the position title: Philanthropy Associate

Address your cover letter to:
Kristy Rousseau
Vice President, Philanthropy
Operation Smile Canada

Please note:

- Only applications that follow the instructions outlined above will be considered.
- This position is for a current vacancy.
- AI will not be used for the screening of candidates.

APPLICATION DEADLINE

We will accept applications on a rolling basis until the position is filled.

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, and thank all applicants in advance. In the meantime, keep smiling—a child is counting on it!