



EMPLOYMENT OPPORTUNITY PHILANTHROPY OFFICER

LOCATION: REMOTE OR HYBRID (TORONTO, ON)

DATE ISSUED: June 5, 2025

Do you have a passion for personal giving and helping donors achieve the impact they want to have on the world? Do you strive to exceed expectations every day in every way? Are you seeking a role that allows you to make a meaningful impact, combining compassion, resilience, and integrity? If this is you, read on!

Operation Smile Canada is seeking a development 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. The best part of your day is speaking with donors on the phone or in person. You love putting smiles on people's faces and are skilled at customer service, solving problems and delivering results.

OPERATION SMILE

We are a volunteer-delivered global medical nonprofit that provides free, safe surgery and comprehensive care to patients with cleft conditions 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

As part of a highly collaborative team, the Philanthropy Officer is responsible for developing and implementing engagement and fundraising strategies to enhance and grow revenue with current and prospective mid-level donors (\$960-\$10,000).

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

YOUR KEY FUNCTIONS AND ACCOUNTABILITIES

- Personally cultivates, stewards, and solicits mid-level donors and prospects through daily outreach, leveraging various communications methods such as phone calls, in-person meetings, and tailored correspondence.
- Manages a dedicated portfolio of prospective and current mid-level donors.
- Develops and implements strategies to enhance donor loyalty and foster deeper connections with the organization.
- As part of our culture of gratitude, makes daily thank-you calls to steward donors of various giving levels.
- Invites donors to increase giving, and/or consider a planned gift.
- Identifies high-capacity donors for referral to the major gift team.
- Works collaboratively with colleagues to ensure partners have a rewarding philanthropic experience through their support of Operation Smile Canada.
- Regularly corresponds with current and potential donors, maintaining a high standard of personalized communication and ensures timely follow-ups.
- Actively participates in team meetings, contributing to the broader team strategy.
- Meticulously updates and maintains donor database (Raiser's Edge / RE NXT) records in a timely manner.
- Other duties as required.

DESIRED QUALIFICATIONS AND REQUIRED SKILLS

- Knowledge of fundraising practices, procedures and standards as evidenced by a combination of relevant work experience, education and professional development.
- Experience in relationship-based fundraising including annual giving, mid-level giving, and/or major giving. Planned giving experience is an asset.
- Proven ability to solicit and close donor gifts (or sales) by building relationships with prospective and current donor partners.
- Exceptional aptitude for digital technologies including video conferencing and Microsoft Office software is essential.
- Experience using a donor or CRM database is required. Raiser's Edge NXT knowledge is an asset.
- A dedicated workspace with reliable internet service is a must for a hybrid or remote position.
- The ability to travel and provide own transportation as required.

Characteristics / Skills:

- Interest and appreciation of Operation Smile Canada's core mission and ability to communicate that mission across different platforms and audiences.
- Is an ambassador, in the workplace and community, and embodies the core values of our organization – Compassion, Integrity, Resilience & Impact.
- Excellent interpersonal skills are essential to foster and nurture relationships both internally and externally.
- Well-honed time management skills, highly organized, and the ability to effectively prioritize.
- A flexible team player with a demonstrated ability to collaborate and support colleagues across the organization.
- Exemplary customer service skills coupled with a strategic mindset, allowing for an in-depth understanding of donor needs and the implementation of effective donor engagement strategies.
- Proven capacity for independent, self-initiated action, demonstrating a high degree of accuracy with minimal supervision.
- A poised, tactful, and professional communication style that is responsive and courteous.
- Outstanding oral and written communication skills with the ability to influence, inspire and engage our partners.
- Proficiency in a second language is considered an asset.
- An open mindset, focused on continuous improvement and actively contributing to a learning organization.
- Ability to consistently maintain confidentiality and exercise discretion, always ensuring the highest standards of professionalism.

WHY YOU WILL LOVE WORKING HERE

You'll love working with us because we're a team 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 your home office.

SALARY & BENEFITS

- The hiring salary range for this position is \$70,000-\$85,000, including paid vacation time.
- A highly competitive benefits package including an RRSP matching program.
- This is a full-time permanent position.

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 Officer.

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. If you applied to this position during the previous posting, there is no need to submit a new application.

APPLICATION DEADLINE

Applications will be reviewed on a rolling basis until the position is filled.

Operation Smile Canada thanks all applicants in advance. 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!