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Operation  Smile



AVP, US Philanthropy

Operation Smile

Remote – United States

The Organization

Operation Smile is a global nonprofit transforming access to safe surgery and comprehensive care for children and communities worldwide. Working alongside ministries of health, healthcare providers, academic institutions and local partners, we strengthen health systems through clinical expertise, workforce training, research and innovation, supported by our dedicated staff, medical and student volunteers, and generous donors.

Since 1982, we have helped millions of patients access life-changing cleft surgery and multidisciplinary care, enabling them to breathe, eat, speak and thrive. Today, our work goes far beyond surgery, building stronger local healthcare systems, developing the next generation of healthcare professionals, and expanding access to safe, high-quality surgical care so that more people can receive the treatment they need, closer to home.

The Position

The AVP of US Philanthropy directly manages a team responsible for delivering revenue goals of \$8.5M+ across Major Gifts and \$3.5M+ across Mid-Level and Concierge (\$2M+ Mid-Level, \$1.5M+ Concierge). This role leads five Development Directors and one Development Manager overseeing four Specialists, along with two Concierge contracts, with a clear mandate to drive revenue growth, performance, and execution across these channels.

Operation Smile is driving toward doubling revenue across all fundraising channels by 2031 to support programmatic growth. The first 12–24 months will focus on accelerating individual giving performance and scaling existing channels. By year three to four, the AVP will help build and integrate a Principal Giving program.

This is a highly operational, results-oriented role responsible for meeting revenue targets and executing a structured, performance-driven fundraising strategy across Major Gifts and Mid-Level giving in the United States. The focus is on strengthening systems, improving pipeline health, and ensuring consistent execution across both revenue and key non-revenue metrics.

The AVP is both a strategic operator and a team leader, responsible for executing an established model, identifying gaps, and building solutions that improve team performance and donor outcomes. This role leads a fully remote team across multiple time zones, maintaining clear communication, accountability, and consistency in execution. The position is fully remote within the United States and requires up to 25% travel, both domestic and international.

Execution & Performance Management (Primary Focus)

- Own and drive revenue performance across Major Gifts, Mid-Level, and Concierge channels, ensuring teams consistently execute against annual goals, pipeline expectations, and key performance metrics
- Lead the execution and accountability of the organization's relationship management fundraising strategy, ensuring consistent donor movement, proactive portfolio management, and strong solicitation activity across all channels
- Track performance weekly against revenue, pipeline, and activity metrics
- Drive accountability through portfolio reviews, clear expectations, and consistent follow-up
- Identify performance gaps and implement solutions at both the individual and program levels
- Strengthen core practices: pipeline development, donor movement, and CRM discipline
- Coach the team on donor strategy and operational execution, and support hiring, onboarding, and performance management



Strategic Leadership & Growth

- Partner with the VP on forecasting, planning, and growth strategy
- Prioritize and solve operational challenges to keep work moving efficiently
- Support the build-out of the Principal Giving program (years three to four) and contribute to select high-net-worth individual relationships

Reporting & Program Enablement

- Oversee a consistent reporting cadence (bi-monthly, monthly, and quarterly)
- Translate program strategy into clear, usable donor-facing insights
- Equip the team with the tools, messaging, and context needed to drive results

Cross-Functional Collaboration

- Partner with Planned Giving, Prospect Research, Brand, Mass Market, Data & Analytics, Finance, and external vendors
- Align strategy across channels to improve donor experience and outcomes
- Support donor engagement opportunities, including events and site visits
- Manage team budgets to maximize efficiency and impact

The ideal candidate for the AVP, US Philanthropy position possesses the following competencies:

Drives Results

Consistently achieving results, even under tough circumstances.

Builds Effective Team

Building strong teams with a strong identity that apply their diverse skills and perspectives to achieve common goals.

Instills Trust

Gaining the confidence and trust of others through honesty, integrity, and authenticity.

Drives Engagement

Creating a climate where people are motivated to do their best to help the organization achieve its objectives.

Manages Ambiguity

Operating effectively, even when things are not certain, or the way forward is not clear.

Optimizes Work Processes

Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement.

Qualifications

- 12–15 years in leadership fundraising or business development, preferably in a global nonprofit
- Proven ability to lead teams and deliver against revenue targets
- A strong operator, with experience managing performance through metrics
- Experience coaching teams on strategy, systems, and execution
- High proficiency in CRM systems (BBCRM preferred) and data-driven decision making
- Strong communication and cross-functional collaboration skills
- Ability to travel up to 25%, both domestic and international

Education

- Bachelor's degree required
- An equivalent combination of education and relevant leadership experience in fundraising or business development will be considered

Work Environment

Operation Smile is a globally connected organization with flexible work arrangements that fit your lifestyle, including remote, on-site, and hybrid options. This position is fully remote within the United States, leading a fully remote team across multiple time zones, with up to 25% domestic and international travel. You'll partner across Planned Giving, Prospect Research, Brand, Mass Market, Data & Analytics, and Finance — with opportunities to see the impact of your work firsthand through international medical trips, community outreach, and global health initiatives.

Compensation and Benefits

Salary

Operation Smile is committed to pay transparency. The anticipated salary range for this position is \$135,000 to \$150,000, which may vary slightly based on a candidate's experience, qualifications, and geographic location.

Benefits

- 401(k) plan featuring Safe Harbor and employer matching
- Comprehensive health, pharmacy, dental, and vision coverage for employees and their families
- 100% paid premiums for life and AD&D insurance
- Flexible time off plus company-paid holidays
- Flexible work arrangements, including remote, on-site, and hybrid options

In addition, you'll enjoy

- Meaningful work that transforms lives, providing essential medical care to children and contributing to global health and well-being
- Opportunities to participate in international medical trips, community outreach, and global health initiatives
- A mission-driven, globally connected team working alongside local health systems and partners around the world

Timeline and Next Steps

A cover letter is required with your application. We encourage candidates of all backgrounds to apply, even if you do not meet every qualification outlined above.

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[Submit an application](#)