



## DEVELOPMENT DIRECTOR, MIDWEST

### [SMILE TRAIN](#)

**Location – Remote (Chicago, Dallas or Houston preferred)**



The Aspen Leadership Group is proud to partner with Smile Train in the search for a Development Director, Midwest.

Smile Train seeks a collaborative, innovative, and entrepreneurial professional to fill the newly created role of Development Director, Midwest. In coordination with the Senior Director, Development, the Development Director will establish goals and strategies to drive philanthropy and activities that reflect the priorities of Smile Train. The Development Director will drive change by securing major gifts in support of Smile Train and achieve short- and long-term goals for various programs and activities that advance its impact around the world. The Director will design and implement strategic development plans to cultivate, solicit, and steward individual donors, while maintaining a well-designed and documented prospect portfolio. The Development Director will manage and grow a high volume of significant donor relationships, meaningful contacts, and solicitations. The Development Director will work with a defined, robust portfolio of approximately 150 high-level donors and prospects to advance the mission of the organization.

Smile Train is changing the world one smile at a time. Smile Train is an international nonprofit and the world's largest cleft-focused organization. For the last 21 years, Smile Train has supported safe and quality cleft care for over 1.5 million children. Its mission is to transform the life of every person impacted by cleft lip and palate. It trains and supports doctors and medical professionals to provide free life-changing comprehensive cleft treatment to its beneficiaries. Its sustainable model has allowed it to reach children in 90+ countries to date and it is just getting started.

Smile Train sustains world-class training programs that empower medical professionals to treat cleft patients with life-changing, high-quality care. This differentiates Smile Train from mission-based models: Smile Train supports local medical professionals and local hospitals – it's how it builds up healthcare infrastructure around the world while providing care 365 days a year. Beyond surgery, its local partners also provide speech therapy, psychological support, nutritional services, orthodontics, and other essential forms of care to ensure that children with clefts have everything they need to not just live, but thrive.

As Smile Train embarks on an ambitious multi-year strategic plan, the organization is financially well-positioned and focused on growing philanthropic support, strengthening development infrastructure, and the cultivation and solicitation of key partnerships with individuals.

## REPORTING RELATIONSHIPS

The Development Director, Midwest will report to the Senior Director, Development, Rich Confrey.

### FROM THE SENIOR DIRECTOR, DEVELOPMENT

*I joined Smile Train eight years ago because I believe in the organization's vision and mission. Every three minutes a baby is born with a cleft. If the cleft is untreated, these children will face hardships which no one should have to contend with. I wanted to be a member of a team where my efforts would contribute to helping change the lives of the children. In joining the Development Department, I have been given the opportunity to discuss Smile Train's vision with many donors who seek to help those born with cleft.*

*It is a job that I love. I am able to build strong relationships with individuals, assist our donors in defining their philanthropic goals, and, ultimately, help children born with cleft receive the care they need. In addition, my colleagues are a smart, energetic, and helpful group of people. This all makes working at Smile Train a great experience on a daily basis.*

—Rich Confrey, Senior Director, Development

## PRIMARY RESPONSIBILITIES

The Development Director, Midwest will

- collaborate with senior leadership and colleagues across the organization to influence and implement a comprehensive fundraising plan that increases revenue to support Smile Train's strategic direction and programs;
- foster a culture of gratitude across the organization and within its diverse constituent groups to advance and sustain support for Smile Train's core programs and services;
- conceptualize, develop, and execute effective strategies to practice moves management and increase fundraising results;
- plan, develop, and manage relationships with major gift prospects and maintain a well-designed and documented prospect portfolio;
- provide recommendations and assist in executing effective strategies to practice moves management and increase fundraising results;
- maintain a portfolio of major donors and prospects by creating and implementing strategies for the cultivation, solicitation, and stewardship of donors with the capacity to make 5- and 6-figure annual gifts and 6- and 7-figure leadership gifts;
- conduct 75 to 100 face-to-face meetings with donors and prospects annually through one-on-one meetings, site visits, etc.;
- strategize on portfolio assignments and fundraising goals to maximize gifts to Smile Train;
- write customized proposals and presentations for major gift level donors;
- ensure that senior staff are supported in their donor relations work by developing strategy briefs and leading prep meetings;
- work in close partnership with other members of the Smile Train team to refer or share relationships by offering multiple channels for engagement;
- help produce cultivation and stewardship programs for prospects and major donors; and
- share knowledge, time, and expertise to assist other members of the team.

## LEADERSHIP AND KEY COLLEAGUES

### **Susannah Schaefer**

#### **Executive Vice Chair, President & Chief Executive Officer**

Susannah Schaefer is Executive Vice Chair, President & Chief Executive Officer of Smile Train, an international organization focused on empowering local medical professionals to provide free cleft lip and/or palate surgery and comprehensive cleft care to children globally.

Susannah joined Smile Train in February 2013, after serving as a member of the organization's Board for over ten years. In her role as CEO, she leads Smile Train's vision to expand access to healthcare and increase local capacity in countries in which Smile Train helps children. During her time as CEO, Susannah has led an organizational rebrand, seeded funding for hundreds of thousands of new smiles, grown and improved Smile Train's digital medical records database, expanded cleft surgical training and education programs throughout the world, and helped to establish organizational partnerships in Haiti and Rwanda. Susannah also led the team in developing Smile Train's ground-breaking Virtual Surgery Simulator, further accelerating cleft surgical training and enhancing the organization's "teach a man to fish" model. In addition, Susannah championed Smile Train's recent acquisition of Simulare Medical, one of the top cleft surgery simulators in the world, providing Smile Train partners with greater access to safe, high-quality training, particularly in regions with limited resources.

Susannah came to Smile Train after almost twenty years in operational roles, bringing a vast network and past experiences to the team. Previously, Susannah served as Vice President, Director of International Marketing at CA Technologies, where she led implementation of the company's international marketing strategies. Earlier in her career, Susannah was the Director of Marketing, Asia for CA Technologies, where she built the organization's presence throughout the region and hosted the first regional CA World conference in China.

Susannah is a Trustee of The Smile Train UK and serves on the Board of Directors of the National Center for Missing & Exploited Children as well as the Board of Directors for Lifebox. She received a Bachelor of Arts degree in communications from the State University of New York College at Oswego.

### **Melanie Buhrmaster**

#### **Vice President, Development**

Melanie Buhrmaster joined Smile Train as the Vice President, Development in August 2020. She is a highly accomplished fundraiser bringing 27 years of experience in building relationships with individuals, corporations, and foundations. Melanie has raised more than \$55 million for a variety of programs in support of research, arts and culture, and community related programs.

Melanie began her career at the Elmwood Franklin School in Buffalo, New York. Since then, she has held leadership roles at the National Kidney Foundation of Western New York, The Salvation Army, CCS Fundraising Consultants, St. Joseph's Collegiate Institute, and the State University of New York at Buffalo. As a sales professional, Melanie spent two years as a Vice President and Senior Consultant with the national fundraising and enrollment management company, Ruffalo Noel Levitz, creating strategies that advanced fundraising programs for a broad base of clients across the U.S.

Melanie was among the Business First 40 Under Forty Award Class and was presented with the Buffalo Niagara Sales and Marketing Executives Elite Sales and Marketing Award for Fundraising. She is also a Leadership Buffalo Class Experience Graduate. She is a member of a variety of professional organizations including CASE and AFP, a Junior Achievement Volunteer and she formerly served as a board member for the Buffalo Niagara Sales and Marketing Executives and the Vive, Inc. Refugee Center.

Melanie has a Bachelor of Arts in Public Communication from Buffalo State College and a Master of Science in Education from the University at Buffalo.

**Rich Confrey**

**Senior Director, Development**

Rich joined Smile Train in December 2013 and is the Senior Director, Development. He and his team work closely with individuals and family foundations in the United States, Europe, and Latin America to assist donors in realizing their philanthropic goals.

Before joining Smile Train's team, Rich was a Major Gifts Officer with Amnesty International USA, with responsibilities for New England and Washington D.C. Prior to joining the nonprofit world, Rich spent his career in telecommunications and media, with positions in sales, marketing, and management. The firms where he worked include AT&T, The New York Times International, The Wall Street Journal, Bloomberg BusinessWeek, and NYSE Euronext.

Rich, who holds both a BS from Manhattan College and an MA from Fordham University, has seen Smile Train's partners create new smiles for patients in Argentina, Brazil, and China.

**PREFERRED COMPETENCIES AND QUALIFICATIONS**

Smile Train seeks a Development Director, Midwest with

- a commitment to the mission of Smile Train – to support families worldwide by creating, connecting, and sharing resources about cleft care;
- knowledge of all aspects of fundraising;
- a history of cultivating, soliciting, and closing gifts with significant institutional impact from high value individuals;
- an ability to thrive in a collaborative environment where passion, dedication, and the ability to consistently innovate are necessary to achieve ambitious goals;
- experience working with and growing a major gift level donor portfolio;
- success in fundraising, developing substantive donor relationships, and in supporting senior management and program staff to execute donor and engagement strategies;
- technological aptitude with advanced skills using Microsoft Word, Excel, and donor management systems (knowledge of Salesforce is preferred);
- excellent verbal and written communication skills and strong interpersonal skills with the ability to interact with professionals across the organization;
- a detail-oriented focus with strong organizational skills;
- an ability to take ownership of a process and to use problem solving skills to resolve issues;
- an ability to make sound decisions based on analysis, experience, and judgment; and
- an ability to function both independently and as part of a team, showing initiative, motivation, flexibility, and attention to accuracy of projects and tasks.

A bachelor's degree is required for this position as is at least seven years of relevant experience, including exposure to major gift donor cultivation, solicitation, and stewardship processes. An equivalent combination of education and experience may be considered in lieu of the specific education and experience cited.

**SALARY AND BENEFITS**

Smile Train offers a competitive salary and benefits package.

## LOCATION

This is a fully remote position. Preference will be given to candidates based in Chicago, Dallas, or Houston, though consideration will be extended to candidates based outside of these geographic regions based on experience level. The position requires domestic travel (post-pandemic) up to 50%.

## APPLICATION INSTRUCTIONS

All applications must be accompanied by a cover letter and résumé. ***Cover letters should be responsive to the mission of Smile Train as well as the responsibilities and qualifications presented in the prospectus.*** Review of applications will begin immediately and continue until the successful candidate has been selected.

Equal employment opportunity and having a diverse staff are fundamental principles at Smile Train, where employment and promotional opportunities are based upon individual capabilities and qualifications without regard to race, color, religion, gender, pregnancy, sexual orientation/affectional preference, age, national origin, marital status, citizenship, disability, veteran status or any other protected characteristic as established under law.

*To apply for this position, visit:*

*[Development Director, Midwest, Smile Train.](#)*

*To nominate a candidate, please contact Patrick Key, [patrickkey@aspenleadershipgroup.com](mailto:patrickkey@aspenleadershipgroup.com)*

*All inquiries will be held in confidence.*