

# SHARING SMILES



**CHIEF OPERATING OFFICER**  
Orlando, Florida

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**DR*i* Waterstone**  
HUMAN CAPITAL

**DR/Waterstone Human Capital**  
1550 Wilson Blvd., Suite 700 PMB 370  
Arlington, VA 22209  
703-294-6684

<http://www.driwaterstonehc.com>



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## OVERVIEW

Sharing Smiles International is a nonprofit medical charity based in Orlando that creates and staffs year-round cleft lip and palate clinics and pediatric dentistry clinics in Mexico, Peru, Bolivia, the Dominican Republic, Honduras, and Guatemala. We have been operating in this space for over 30 years under the umbrella of our parent organization. We are now forming a separate entity and are looking to build our corporate team.

Sharing Smiles has transformed the lives of more than 26,000 people by providing free facial reconstructive surgery, pediatric dentistry, and pediatric rehabilitation services. Generous volunteers give the gift of a new smile to children in developing countries and help local health care providers establish long-term care.



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## THE OPPORTUNITY

The **Chief Operating Officer (COO)** will oversee all day-to-day operations of the organization, including international program operations, HR, staffing, financial controls, IT and data systems, compliance, and implementation of a new electronic health record (EHR). The COO will supervise our international teams, manage relationships with partner hospitals and NGOs, and ensure operational excellence across multiple countries.

This role requires a bilingual leader with strong cross-cultural communication skills, experience working with international partners, and the ability to operate both strategically and hands-on in a startup nonprofit environment.

### **Organizational Leadership & Operations**

- ❖ Serve as the senior operational leader responsible for the daily functioning of the U.S. and international components of the organization.
- ❖ Report to the Board of Directors
- ❖ Build organizational systems, processes, and policies suitable for a mature nonprofit healthcare organization.
- ❖ Oversee HR functions including hiring, onboarding, payroll, evaluations, and compliance for U.S. and international employees.
- ❖ Develop and implement operational SOPs across clinical and administrative domains.
- ❖ Support future growth of the U.S.-based team, collaborate with the Director of Development and Strategic Partnerships, and the Clinical Coordinator.

### **International Program Oversight**

- ❖ Supervise and support international clinical teams, coordinators, and administrative staff across Latin America.
- ❖ Serve as the primary U.S. liaison for hospital administrators, ministry of health officials, partner NGOs, and international business and government leaders.
- ❖ Coordinate logistics for clinical site operations, scheduling, communication, budgeting, and program reporting.
- ❖ Travel to program sites regularly (initially ~1 trip/month).



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## THE OPPORTUNITY (Continued)

### **Financial Stewardship & Compliance**

- ❖ Collaborate with a CPA firm to maintain rigorous financial controls across U.S. and international operations.
- ❖ Support the creation of budgets, financial reporting, and accounting systems.
- ❖ Collaborate with leadership to develop and publish the organization's annual report.
- ❖ Ensure compliance with nonprofit regulations, U.S. federal requirements, and in-country operational rules.

### **Health Information & Technology**

- ❖ Coordinate with external vendors, physicians, dentists, orthodontists, and clinical coordinators to ensure successful rollout and adoption of a new custom electronic health record (EHR) system.
- ❖ Manage IT infrastructure, cybersecurity, data security, and HIPAA-aligned practices.

### **Fundraising, Marketing & Communications**

- ❖ Partner with the Director of Development and Strategic Partnerships and the leadership team to initiate early fundraising and marketing strategies.
- ❖ Collaborate with leadership and the Director of Development and Strategic Partnerships to identify and hire a marketing team.
- ❖ Provide operational support for donor relations, grant applications, and fundraising events.
- ❖ Support development of organizational branding and external communications.



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## THE CANDIDATE

The ideal candidate is an experienced and meticulous operations leader, ready to oversee all operations for a complex nonprofit enterprise that spans multiple countries. They must be a versatile operational manager capable of supervising diverse teams and have experience in global health and humanitarian operations. The candidate will be a strong communicator and be prepared to shape policy and form a strong foundation as Sharing Smiles International embarks on its future as an independent nonprofit. They must possess strong interpersonal skills and skillfully handle relationships with international clinic staff and those they serve. Ultimately, the successful candidate will be dedicated to the mission, hardworking, communicative, organized, and a self-starter.

### Required

- ❖ Fully bilingual in **English and Spanish** (professional proficiency in speaking, reading, and writing).
- ❖ Bachelor's degree in business, public health, nonprofit management, healthcare administration, or related field (advanced degree preferred).
- ❖ Progressive leadership experience in nonprofit, global health, humanitarian, or healthcare operations.
- ❖ Demonstrated success managing international teams or programs.
- ❖ Strong cross-cultural interpersonal skills and comfort engaging with hospital administrators, government entities, and NGO leadership.
- ❖ Experience building organizational systems, policies, and operational structures.
- ❖ Ability to travel internationally frequently.
- ❖ Outstanding communication, negotiation, and project management capabilities.

### Preferred

- ❖ Experience in medical missions, cleft or craniofacial programs, dental/global surgery programs, or international clinical operations.
- ❖ Familiarity with EHR development/implementation or digital health systems.
- ❖ Experience in financial management within a nonprofit or healthcare setting.
- ❖ Prior work in Latin America or with Spanish-speaking populations.



To learn more and to submit an application, please visit:  
<https://driwaterstonehc.com/position/coo-sharing-smiles/>

**Compensation:** \$150K

**Location:** Orlando, Florida – (Remote – Must be located in Central Florida)

**Equal-opportunity Employer:**

Sharing Smiles International provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and professional development.

**About DRiWaterstone**

DRiWaterstone is a women-founded and led executive search firm recognized by Forbes magazine as one of the leading executive recruiting firms in the U.S. With a focus on purpose and mission-driven organizations, we provide executive search and strategic consulting services to help regional, national, and international clients grow, thrive, and excel.

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