



Mission: “Advance human mobility for people across the globe through the most trusted musculoskeletal care continuum, powered by leading talent, and innovative research, education, and technology.”

www.hss.edu

New York, NY

In Person Employment

DIRECTOR, BIKE OPERATIONS

ABOUT THE OPPORTUNITY



For over 150 years, Hospital for Special Surgery (HSS) has inspired some of the greatest minds in orthopedics and rheumatology. HSS has repeatedly achieved national recognition as a leader in the field. HSS is [nationally ranked No. 1 in orthopedics](#) for 16 years in a row and No. 3 in rheumatology by *U.S. News & World Report* (2025-2026) and HSS recently received its fifth consecutive Magnet designation, the first hospital in New York State to do so.

HSS seeks an inaugural Director, BIKE Operations (Director) to operationalize and support the evolution of BIKE HSS, the landmark bike, walk, and run community event based in Manhattanville University. The ideal Director will provide operational leadership and cross-functional project management of BIKE HSS as a year-round donor, physician, patient, and community engagement and fundraising platform. The successful candidate will systematize the operations of BIKE HSS while identifying opportunities to leverage the event to identify, cultivate, and steward new prospects and existing donors. The successful candidate will lead the integrated program plan, drive milestone delivery, and ensure the right approvals are obtained on time so work stays on track.

The Director will facilitate smooth, clear collaboration across a matrixed environment within Development, the HSS enterprise, and external stakeholders, including vendors, volunteers, and other stakeholders. Reporting to the inaugural Vice President, Development Operations and Donor Engagement, the Director sets executional strategy, maintains visibility mechanisms to keep key stakeholders apprised of project status, and brings together interrelated teams and partners to deliver a cohesive participant, donor, and supporter experience.

Hospital for Special Surgery has retained [Freeman Philanthropic Services, LLC](#) to assist with this critical recruitment.

ABOUT BIKE HSS

BIKE HSS is a bike, walk, and run community event determined to change the way the world moves. BIKE HSS brings together a global community united around preserving mobility and improving quality of life for people everywhere. Its mission is to fuel research and discoveries that alleviate chronic pain and keep people moving. In 2025, BIKE HSS raised \$2.8 million in philanthropic support with 1,129 participants, including HSS physicians, staff, friends, and members of the local community.

Since 2019, BIKE HSS has raised more than \$12 million to advance research in orthopedics and rheumatology, including regenerative medicine, rare immunologic disease treatments, and technology-driven surgical innovation.

BIKE HSS is crucial in funding research, patient care, and educational initiatives at HSS, empowering people globally to move better and live without limitations. As a key driver of research support at HSS, BIKE HSS is poised to become a philanthropic engine that transforms musculoskeletal health worldwide.

To view more information about BIKE HSS, visit [the BIKE HSS website](#).

REPORTING AND IMPORTANT RELATIONSHIPS

The Director, BIKE Operations will report to the Vice President, Development Operations and Donor Engagement, Max Winer. The successful candidate will operate as a smooth, clear collaborator in a matrixed environment in partnership with colleagues within Development, the HSS enterprise, and external stakeholders, including vendors, volunteers, and other stakeholders.

The Director will be responsible for coordination among the Special Events, Development Communications, Prospect Research, Pipeline Management, Development Operations, and other teams to ensure coordinated logistics, communications, and promotional planning, as well as thorough and timely screening and qualification of BIKE participants to keep them engaged and maximize their philanthropic potential at HSS.

CORE RESPONSIBILITIES

The Director, BIKE Operations will further build and professionalize the operational structure for BIKE HSS to support the event's continued growth and success. The successful candidate will have the following responsibilities.

Program Operations and Project Management

- Lead the integrated planning and delivery of BIKE HSS across the full year, including campaign milestones, participant experience, stewardship touchpoints, and post-event follow-through.
- Serve as the program delivery lead for BIKE HSS delivery: establish workplans, timelines, meeting cadences, and clear owners; hold stakeholders accountable to commitments.
- Lead planning and execution of program logistics, operations, vendors, consultants, and program elements using RASCBI (Responsible/Accountable/Supporting/Consulted/Back-Up/Informed) frameworks and project management tools.

- Maintain clear visibility mechanisms and reporting for key stakeholders at all levels (milestone tracking, status updates, risks/issues, decision needs, and dependencies).
- Manage budgets, contracts, and vendor payments in collaboration with Development Operations, Finance, IT, and Legal.

Cross-Functional Enablement (Comms, Digital, Web, P2P, and Collateral)

- In partnership with BIKE HSS Director of Corporate Partnerships and Marketing, ensure timely development and delivery of corporate engagement and marketing materials, internal HSS collateral and internal promotion, and key campaign assets.
- Drive readiness and delivery for major launches and moments, including web launch, peer-to-peer (P2P) platform launch, and related digital communications.
- Ensure continuity and quality across communications, digital platforms, and participant engagement by coordinating across Development Communications, Stewardship, Individual Giving, Operations, Data, Events, and other partners as needed.

Volunteer and Physician Enablement

- Establish and maintain volunteer management plans and operating rhythms, including volunteer communications, training/readiness, staffing plans, and on-site coordination in partnership with relevant teams.
- Support effective physician engagement operations by coordinating timelines, assets, lists, and enablement needs with internal partners.

Stewardship and Year-Round Engagement

- Establish, maintain, and drive delivery of the year-round BIKE stewardship and impact communications schedule.
- Coordinate cross-team inputs and outputs that share BIKE progress and philanthropic impact through digital communications, virtual events, and other outlets.

Fundraising Optimization

- Enable identification and handoff of qualified major donor prospects into the pipeline management team through clear processes and data coordination.
- Operationalize multi-channel fundraising execution in partnership with the responsible fundraising leads, including peer-to-peer campaigns and corporate activation deliverables.
- Ensure the peer-to-peer fundraising platform experience at BikeHSS.org remains current, compelling, and supported by the right content and operational processes.
- Improve connectivity between BIKE touchpoints (P2P, email platform, and CRM) to support data quality, reporting, and downstream fundraising workflows.

IDEAL QUALITIES AND ATTRIBUTES

The Director will have the proven ability to effectively meet the responsibilities listed in the preceding section. The ideal candidate's qualities and attributes include:

- Genuine passion and commitment to HSS's mission, vision, and values;
- Demonstrated track record in program operations, project management, and events;
- Proven success driving complex cross-functional delivery in a matrixed environment, including managing vendors and timelines;
- Experience in marketing, program growth, event management, corporate engagement, and fundraising preferred;
- Stature and credibility to engage, support, and establish accountability with varied internal and external stakeholders;

- Program and project management excellence;
- Operational decision-making and escalation judgment;
- Vendor management and contract/budget coordination;
- Cross-functional collaboration and influence;
- Process building (SOPs), role clarity, and operational governance;
- Data fluency and comfort partnering with operations and analytics teams;
- Exceptional communication skills (writing, proofreading, speaking, presentation, and listening) and keen attention to detail, with the ability to effectively communicate with all levels of the organization, as well as external constituencies;
- Motivated, resourceful, and well organized with strong follow-through;
- Collaborative, emotionally intelligent, and solutions driven;
- Proficient in Microsoft Office and database systems such as Raiser's Edge or Salesforce;
- Flexibility for evening and weekend events and travel as required; and
- Bachelor's degree required.

DIVERSITY

Hospital for Special Surgery is committed to providing high quality care and skilled, compassionate, reliable service to its community in a safe and healing environment. Consistent with this commitment, Hospital for Special Surgery provides care, admits, and treats patients and provides all services without regard to age, race, color, creed, ethnicity, religion, national origin, culture, language, physical or mental disability, socioeconomic status, veteran or military status, marital status, sex, sexual orientation, gender identity or expression, or any other basis prohibited by federal, state, or local law or by accreditation standards. HSS is an Equal Opportunity Employer.

COMPENSATION AND BENEFITS

The compensation and benefits package will be competitive and commensurate with the selected candidate's background and experience. The compensation range for this position is \$112,000 to \$170,875, depending upon the finalist's level of experience, education, accomplishments, internal equity, budget, and Fair Market Value evaluation.

HSS provides its staff with the tools, training, and rewards that promote professional satisfaction and quality of life. When joining HSS, individuals are eligible for a competitive benefits package that is amongst the best in the market, including medical, dental, and vision insurance, tuition reimbursement, wellness programs, employee discounts, family support services, and parking and transit. Additional information about HSS's rewards and benefits can be viewed [on HSS's website](#).

CONFIDENTIAL INQUIRIES AND HOW TO APPLY

Hospital for Special Surgery has retained Freeman Philanthropic Services, LLC to assist on this recruitment. FPS is a national leader in executive recruitment for the not-for-profit sector and brings a proven track record of recruiting top talent to diverse institutions.

Please send all inquiries, applications, and nominations directly to FPS via email at **HSSBIKE@glfreeman.com**.

All applications must include: (1) an up-to-date resume; and (2) a formal letter of interest (addressed to Gail L. Freeman, President of FPS) that specifically cites the experiences that best prepare the applicant for this role and why this particular opportunity at HSS is the logical and desired next step in their career. Additional materials and information will be requested during the search and interview process.

ABOUT HSS

**#1 IN ORTHOPEDICS IN THE U.S.
16 YEARS IN A ROW.**



For over 150 years, Hospital for Special Surgery (HSS) has inspired some of the greatest minds in orthopedics and rheumatology. HSS has repeatedly achieved national recognition as a leader in the field. HSS is [nationally ranked No. 1 in orthopedics](#) for 16 years in a row and No. 3 in rheumatology by *U.S. News & World Report* (2025-2026) and HSS recently received its fifth consecutive Magnet designation, the first hospital in New York State to do so.

But HSS is not done evolving yet. HSS constantly strives to break new ground and develop practices and techniques that enable it to continuously provide the highest quality of patient care.

The world of healthcare is constantly changing – evolving in new and exciting ways as clinical discoveries are made every day. So it's essential that HSS continues to innovate through research and education. By recognizing where it can improve, HSS will continue to be a global leader at the forefront of its field.

As one of the top-ranked hospitals for orthopedics and rheumatology, HSS is proud of what it has achieved. HSS was the first New York City hospital to receive the Magnet Award for Nursing and continues to be committed to providing the best care possible. HSS is a place where every employee's energy, expertise, and enthusiasm makes a genuine difference in people's lives. As one of the oldest orthopedic hospitals in the United States, HSS has pioneered the world of healthcare since Day One. And HSS doesn't plan on slowing down any time soon. Every person in HSS, from physicians and nurses to IT and security professionals, plays a role in the institution's current success and continued growth. When you join HSS, you'll become part of a future that's sure to be as groundbreaking as its beginning – and that's something to be excited about.

HSS'S VALUES

HSS's values are at the heart of everything it does. These values are integral to how HSS achieves its mission and enables them to continually transform the lives of patients every day.

- **Diversity:** HSS is committed to an environment of respect, equitable treatment and opportunity for its patients, employees and communities.
- **Excellence:** HSS sets and continually raises the bar on all that it does.
- **Gratitude:** HSS expresses appreciation every day, through words and actions, for the opportunity to serve its patients, community, and each other.
- **Innovation:** HSS supports an environment that fosters new ideas and new approaches in everything it does.
- **Integrity:** HSS takes pride in maintaining the highest levels of personal and professional conduct.
- **Passion:** HSS brings energy, commitment and enthusiasm to its work everyday.
- **Teamwork:** HSS participates fully as members of its team, respecting, supporting and empowering one another.

LEADERSHIP



Catherine Callagy, Senior Vice President and Chief Development Officer

Ms. Callagy joined HSS as Chief Development Officer in 2017. In this role, she is responsible for planning, managing and implementing all fundraising activities on behalf of HSS and oversees efforts to build and sustain volunteer leadership that guides the organization. Under Ms. Callagy's leadership, HSS has raised over \$600 million including \$200 million to construct the new Anna-Maria & Stephen Kellen Tower. She is now leading the campaign for HSS's Institute for Movement and Longevity.

Ms. Callagy has over 25 years of experience in fund development primarily at healthcare organizations. Immediately prior to joining HSS, she acted as executive director of Development at Stamford Hospital Foundation in Connecticut. In that role, she oversaw the campaign to fund the development of their new replacement hospital. Over the course of her career, Ms. Callagy has been involved in several pro bono and volunteer efforts, including working with former New York City mayor Rudy Giuliani to establish the Twin Towers Fund after 9/11.

Ms. Callagy received her BA in History from Georgetown University.



Max Winer, Vice President, Development Operations and Donor Engagement

Mr. Winer joined HSS in January 2026 to lead the operational, donor-facing, and strategic infrastructure that supports principal and major giving. In this role, he oversees Development Operations, Data and Systems, Donor Communications, Stewardship, Special Events, Prospect Research, Pipeline Management, Annual Fund, Digital Fundraising, Corporate Partnerships, and BIKE HSS. He is responsible for building a robust donor pipeline, architecting comprehensive donor journeys, and ensuring operational excellence across the development function.

Mr. Winer brings nearly two decades of fundraising leadership experience, most recently serving as Deputy Chief Development Officer at Hadassah, where he twice served as Interim Chief Development Officer. His career also includes frontline fundraising roles at City Harvest, NYU Langone Health, and Safe Horizon, spanning corporate and foundation relations and principal and major gifts. Beyond his professional work, Mr. Winer co-founded AfterWork Theater and served as President of its Board of Directors for seven years, growing the organization from concept to full 501(c)(3) status with sustainable operations. He is also a trained and certified mediator, having volunteered in Brooklyn community settings and small claims court.

Mr. Winer received his BA in Writing from Ithaca College.