

Executive Officer of Operations Camp Quality USA



Reports To: Chief Executive Officer

FLSA Status: Exempt

Position Type: Full-Time

Expected Hours of Work: 40 hrs/wk must be available Monday- Friday standard business hours

ORGANIZATION OVERVIEW

Camp Quality USA is a nonprofit organization dedicated to bringing positivity, fun, and laughter to children facing cancer and their families. Through residential camps, year-round programs, and community events, we create supportive environments where children can experience the joy of childhood while building resilience and lasting friendships.

SUMMARY

The Executive Officer of Operations serves as a strategic leader responsible for overseeing all financial operations, human resources functions, and organizational compliance for Camp Quality USA. This dual-role position ensures fiscal responsibility, organizational sustainability, and the development of human capital necessary to deliver exceptional programs for children and families affected by childhood cancer. The role requires expertise in nonprofit financial management, HR best practices, and performance-driven leadership.

KEY RESPONSIBILITIES

Financial Management & Operations

- Develop and oversee annual operating budgets, capital expenditure plans, and multi-year financial forecasts
- Manage daily financial operations including accounts payable, receivable, payroll processing, and cash flow management
- Oversee grant accounting, restricted fund management, and compliance with donor requirements
- Lead annual audit processes and maintain relationships with external auditors and financial advisors
- Prepare monthly, quarterly, and annual financial reports for board and leadership review
- Implement financial controls, policies, and procedures to ensure accuracy and compliance
- Manage banking relationships, investment oversight, and endowment fund administration
- Coordinate budget development with program directors and department heads

Human Resources Leadership

- Develop and implement comprehensive HR policies, procedures, and employee handbooks
- Lead recruitment, selection, and onboarding processes for all organizational positions
- Design and administer compensation and benefits programs to attract and retain talent
- Oversee performance management systems, employee evaluations, and professional development programs
- Manage employee relations, conflict resolution, and disciplinary processes
- Ensure compliance with federal, state, and local employment laws and regulations

Compliance & Risk Management

- Ensure compliance with nonprofit regulations, IRS requirements, and state charitable organization laws
- Implement data security and privacy protection measures for financial and personnel information
- Coordinate annual reporting requirements for regulatory agencies and funders



Strategic Planning & Performance Management

- Participate in organizational strategic planning and long-term sustainability initiatives
- Develop financial models to support program expansion and organizational growth
- Lead cost-benefit analysis for new programs, facilities, and strategic investments
- Provide financial and operational insights to support executive decision-making
- Manage capital campaigns and major gift financial administration

PERFORMANCE METRICS

Financial

- Financial Reporting Timeliness: Deliver monthly financial reports within 10 business days of month-end
- Audit Results: Achieve clean audit opinions with zero material weaknesses annually
- Cash Flow Management: Maintain minimum 90-day operating reserve at all times
- Grant Compliance Rate: Maintain 100% compliance with grant reporting requirements and deadlines
- Cost per Program Participant: Track and optimize cost efficiency ratios across all programs
- Revenue Diversification: Monitor and report on revenue source distribution and sustainability metrics
- Investment Performance: Oversee endowment/reserve fund performance against established benchmarks

Human Resources

- Employee Retention Rate: Achieve minimum 85% annual retention rate for full-time staff
- Time to Fill Positions: Average 45 days or less for critical position recruitment and hiring
- Employee Satisfaction Scores: Maintain minimum 4.0/5.0 rating on annual employee engagement surveys
- Training Completion Rate: Ensure 100% completion of required training programs within specified timeframes
- Benefits Utilization: Monitor and optimize benefits usage to maintain cost-effective programs
- Background Check Processing: Complete all required screenings within 14 days of hire

Operational Excellence

- Policy Update Frequency: Review and update all HR and financial policies annually
- Process Improvement: Implement minimum 2 significant process improvements annually
- Technology Utilization: Maintain 95% system uptime for HR and financial management systems
- Vendor Performance: Achieve 95% satisfaction rating with key service providers
- Board Reporting: Deliver 100% of required board reports on schedule with complete accuracy

Review Schedule

- Weekly: One-on-one with Chief Executive Officer
- Monthly: Financial and program metrics review
- Quarterly: Comprehensive performance assessment
- Annual: Full evaluation with goal setting

SUPERVISORY RESPONSIBILITY

This position has supervisory responsibility for Manager of Operations and outsourced contracts.



WORK ENVIRONMENT

Hybrid work environment, encompassing both home office/remote setting and outdoor conditions, involving exposure to varying temperatures such as heat, cold, wet/humid and dry/arid conditions. The employee must be adaptable to, environmental allergens, including but not limited to dust, mold, and pollen. The typical noise level in the work environment is moderate.

Physical Demands

While executing job responsibilities, the employee will frequently engage in verbal communication and auditory tasks. The role demands specific visual capabilities, encompassing close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. Additionally, the employee will routinely handle items, involving lifting and/or moving objects weighing up to 50 pounds. This dynamic role involves regular physical activity, including reaching, standing, walking, bending, kneeling, stooping, crouching, crawling, and climbing stairs. The employee will frequently navigate outdoor environments on uneven ground. Additionally, the position necessitates extended periods of desk sitting, coupled with significant computer use.

Travel

Limited travel is required to attend programs, events, and meetings, or visit other departments. Travel requirement is 20%.

REQUIRED QUALIFICATIONS

Education & Experience

- Bachelor's degree in related field or comparable experience
- CPA, CMA, PHR, SHRM-CP, or other relevant professional certification preferred
- Minimum 7-10 years of progressive experience in finance and/or human resources management
- Minimum 3-5 years of supervisory experience with direct reports
- Nonprofit sector experience strongly preferred, particularly in youth-serving organizations
- Experience with camp operations, healthcare, or social services organizations highly desirable

Technical Competencies

- Advanced proficiency in financial management software (QuickBooks, Sage, NetSuite, or similar)
- Experience with HRIS systems and payroll management platforms
- Advanced Excel skills and financial modeling capabilities
- Knowledge of nonprofit accounting principles and fund accounting practices
- Familiarity with grant management and compliance requirements
- Understanding of employment law, benefits administration, and regulatory compliance

Leadership & Management Skills

- Proven ability to manage multiple departments and complex operational priorities
- Strong analytical and problem-solving skills with attention to detail
- Excellent communication skills with ability to present financial information to diverse audiences
- Experience in policy development and organizational systems implementation
- Demonstrated ability to work collaboratively with board members, staff, and external partners
- Strategic thinking capabilities with focus on long-term organizational sustainability



Personal Attributes

- Deep commitment to Camp Quality USA's mission and values
- High level of integrity and professionalism in all donor interactions
- Entrepreneurial mindset with creative approach to fundraising
- Strong problem-solving and decision-making capabilities
- Is open to learning about and respecting different cultures, experiences, and viewpoints
- Participates in and supports company-wide DEI initiatives.
- Flexibility to work evenings, weekends, and travel as required
- Physical ability to participate in camp activities as needed
- Demonstrated emotional intelligence and psychological safety competencies

PREFERRED QUALIFICATIONS

- Master's degree in relevant field (MBA, MHA, MS in HR Management)
- Advanced certifications (CPA and SHRM-SCP combination ideal)
- Experience with capital campaigns or major fundraising initiatives
- Background in risk management and insurance administration
- Experience with organizational change management and growth planning
- Knowledge of camping industry regulations and youth protection requirements

COMPLIANCE & SECURITY REQUIREMENTS

This role handles extremely sensitive information requiring:

- HIPAA Compliance: Understanding of healthcare privacy laws and implementation
- Background Check: Comprehensive background screening due to access to sensitive child, family, volunteer, donor, and employee information
- Confidentiality Agreement: Strict adherence to organizational confidentiality policies

EQUAL OPPORTUNITY STATEMENT

Camp Quality USA is an equal opportunity employer committed to diversity and inclusion. We welcome applications from all qualified candidates regardless of race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, or veteran status.