

Executive Support Manager Camp Quality USA



Reports To: Chief Executive Officer

FLSA Status: TBD

Position Type: TBD

Expected Hours of Work: TBD

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. Our data management needs are complex and sensitive, requiring secure handling of medical information, donor data, volunteer records, and program outcomes to ensure effective service delivery and organizational growth.

SUMMARY

The Executive Support Manager serves as a strategic partner to the Chief Executive Officer, providing high-level administrative support and operational coordination to ensure organizational effectiveness and mission achievement. This role combines executive assistance with project management, board relations, and organizational communications oversight. The position requires exceptional organizational skills, discretion, and the ability to manage multiple priorities while maintaining the highest standards of confidentiality and professionalism.

KEY RESPONSIBILITIES

Executive Project Management

- **Strategic Project Coordination:** Manage cross-functional projects on behalf of the CEO, including strategic initiatives, organizational development projects, and special campaigns
- **Project Planning & Execution:** Develop project timelines, coordinate resources, track deliverables, and ensure projects meet deadlines and quality standards
- **Stakeholder Communication:** Serve as primary liaison between the CEO and project teams, providing regular updates and facilitating communication
- **Progress Monitoring:** Implement project tracking systems and provide regular status reports to CEO and relevant stakeholders
- **Risk Management:** Identify potential project risks and develop mitigation strategies in consultation with the CEO

Board Liaison & Governance Support

- **Board Meeting Coordination:** Prepare and distribute board materials, agendas, and supporting documentation according to governance timelines
- **Meeting Preparation:** Coordinate pre-meeting briefings, prepare presentation materials, and ensure all necessary documentation is available
- **Governance Documentation:** Maintain board records, meeting minutes, and compliance documentation in accordance with nonprofit governance standards
- **Committee Support:** Provide administrative support to board committees as needed, including scheduling and materials preparation
- **Board Development:** Assist with board member onboarding, orientation materials, and ongoing board development initiatives



Insurance Management & Risk Oversight

- Policy Administration: Manage all organizational insurance policies, including liability, property, directors & officers, and specialized program coverage
- Renewal Coordination: Coordinate annual insurance renewals, obtain competitive quotes, and manage policy transitions
- Claims Management: Oversee insurance claims process, serve as primary contact with insurance providers, and coordinate with relevant staff
- Risk Assessment: Conduct regular insurance needs assessments and recommend coverage adjustments based on organizational growth and program changes
- Compliance Monitoring: Ensure all insurance requirements are met for programs, events, and organizational activities
- Vendor Relations: Maintain relationships with insurance brokers, agents, and providers to ensure optimal coverage and service

Meeting Logistics & Event Coordination

- Executive Meeting Management: Schedule, coordinate, and manage all CEO meetings, including internal staff meetings, external stakeholder meetings, and board interactions
- Event Planning: Coordinate organizational events, including board meetings, staff retreats, donor events, and strategic planning sessions
- Travel Coordination: Manage CEO travel arrangements, including transportation, accommodation, and itinerary management
- Technology Support: Coordinate virtual meeting platforms, ensure technical setup for hybrid meetings, and troubleshoot technology issues
- Venue Management: Secure appropriate meeting venues, coordinate catering, and manage event logistics
- Follow-up Coordination: Ensure meeting outcomes are documented and follow-up actions are tracked and completed

Organizational Communications Platform Management

- Digital Platform Oversight: Manage and maintain organizational communication platforms, including email systems, project management tools, and collaboration platforms
- Communication Strategy: Support the development and implementation of internal communication strategies to enhance organizational effectiveness
- Platform Integration: Ensure seamless integration between various communication platforms and organizational systems
- Training & Support: Provide training and support to staff on communication platform usage and best practices
- Data Management: Maintain communication platform data integrity and ensure appropriate access controls and security measures

PERFORMANCE METRICS

Project Delivery

- Project Completion Rate: Percentage of assigned projects completed on time and within scope
 - Target: ≥95% completion rate
 - Measurement: Monthly tracking of project milestones and deliverables
- Project Timeline Adherence: Percentage of project milestones met by scheduled deadlines
 - Target: ≥90% on-time milestone completion
 - Measurement: Track milestone completion dates against project schedules

- Stakeholder Satisfaction with Project Management: Average satisfaction rating from project team members
 - Target: ≥ 4.5 out of 5.0 rating
 - Measurement: Post-project satisfaction surveys

Project Quality

- Project Budget Adherence: Percentage of projects completed within approved budget parameters
 - Target: $\geq 95\%$ budget compliance
 - Measurement: Compare actual project costs to approved budgets
- Risk Mitigation Effectiveness: Percentage of identified risks successfully mitigated or avoided
 - Target: $\geq 85\%$ effective risk management
 - Measurement: Track risk logs and outcomes quarterly

Board Support

- Board Material Timeliness: Percentage of board materials distributed according to governance timeline (typically 7 days prior to meetings)
 - Target: 100% on-time distribution
 - Measurement: Track distribution dates against governance requirements
- Board Member Satisfaction: Average satisfaction rating from board members regarding support and communication
 - Target: ≥ 4.6 out of 5.0 rating
 - Measurement: Semi-annual board satisfaction surveys
- Meeting Preparation Completeness: Percentage of board meetings with all required materials and logistics properly prepared
 - Target: 100% meeting readiness
 - Measurement: Pre-meeting checklist completion tracking

Governance Compliance

- Documentation Accuracy: Percentage of governance documents maintained with accuracy and completeness
 - Target: $\geq 98\%$ accuracy rate
 - Measurement: Quarterly governance documentation audits
- Compliance Deadline Adherence: Percentage of governance deadlines met (filing requirements, board notifications, etc.)
 - Target: 100% compliance with critical deadlines
 - Measurement: Track compliance calendar against actual completion dates

Policy Management Efficiency

- Policy Renewal Timeliness: Percentage of insurance policies renewed without coverage gaps
 - Target: 100% seamless renewals
 - Measurement: Track renewal dates and coverage continuity
- Claims Processing Efficiency: Average time from claim initiation to resolution
 - Target: ≤ 30 days for routine claims
 - Measurement: Track claim processing timelines
- Cost Management: Annual insurance cost management relative to organizational growth
 - Target: Maintain cost increases $\leq 5\%$ annually (adjusted for program growth)
 - Measurement: Compare year-over-year insurance costs and coverage levels

Risk Assessment Quality

- Coverage Adequacy: Percentage of organizational risks adequately covered by insurance policies
 - Target: 100% coverage of identified critical risks
 - Measurement: Annual risk assessment and coverage analysis
- Vendor Relationship Quality: Satisfaction rating from insurance providers and brokers
 - Target: ≥ 4.3 out of 5.0 rating
 - Measurement: Annual vendor satisfaction surveys

Meeting Coordination

- Meeting Setup Success Rate: Percentage of meetings that proceed without logistical issues
 - Target: $\geq 98\%$ smooth meeting execution
 - Measurement: Track meeting feedback and incident reports
- Scheduling Efficiency: Average time to coordinate and confirm complex multi-party meetings
 - Target: ≤ 48 hours for routine meetings, ≤ 5 days for complex meetings
 - Measurement: Track scheduling timelines from request to confirmation
- Technology Reliability: Percentage of virtual/hybrid meetings with successful technology performance
 - Target: $\geq 95\%$ successful technology execution
- Measurement: Track technology incidents and resolution rates

Participant Satisfaction

- Meeting Experience Rating: Average satisfaction rating from meeting participants regarding logistics
 - Target: ≥ 4.4 out of 5.0 rating
 - Measurement: Post-meeting feedback surveys
- CEO Time Optimization: Percentage of CEO time saved through efficient meeting coordination
 - Target: Demonstrate 15% improvement in CEO time efficiency
 - Measurement: Track CEO preparation time and meeting efficiency metrics

Platform Performance

- System Uptime: Percentage of time communication platforms are operational and accessible
 - Target: $\geq 99\%$ uptime for critical platforms
 - Measurement: Monitor platform availability and performance metrics
- User Adoption Rate: Percentage of staff actively using organizational communication platforms
 - Target: $\geq 90\%$ regular user engagement
 - Measurement: Track platform usage analytics and engagement metrics
- Communication Effectiveness: Average staff satisfaction with internal communication quality and frequency
 - Target: ≥ 4.3 out of 5.0 rating
 - Measurement: Quarterly internal communication surveys

Content Quality

- Message Accuracy: Percentage of communications distributed without errors requiring correction
 - Target: $\geq 97\%$ accuracy rate
 - Measurement: Track communication errors and correction requests
- Timeliness: Percentage of communications distributed according to scheduled timelines
 - Target: $\geq 95\%$ on-time delivery
 - Measurement: Track communication distribution schedules



CEO Satisfaction

- Executive Support Rating: CEO satisfaction with overall support quality and effectiveness
 - Target: ≥ 4.7 out of 5.0 rating
 - Measurement: Monthly CEO feedback sessions and quarterly formal evaluations
- Responsiveness: Average response time to CEO requests and inquiries
 - Target: ≤ 2 hours for routine requests, ≤ 30 minutes for urgent matters
 - Measurement: Track response times through communication logs
- Process Improvement: Number of process improvements implemented to enhance efficiency
 - Target: Minimum 3 process improvements annually
 - Measurement: Document process changes and measure impact

Review Schedule

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

SUPERVISORY RESPONSIBILITY

This position has no supervisory responsibility.

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 events, and meetings, or visit other departments. Travel requirement is 15%.

REQUIRED QUALIFICATIONS

Education & Experience

- Bachelor's degree in related field or comparable experience
- Minimum 3 years of executive assistant or administrative management experience
- Previous experience in nonprofit sector preferred
- Project management certification (PMP, CAPM) or equivalent experience preferred



Technical Skills

- Advanced proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Experience with project management software
- Proficiency with video conferencing platforms (Zoom, Teams, WebEx)
- Experience with CRM systems and database management
- Familiarity with communication platforms (Google, Microsoft Teams, etc.)
- Basic understanding of insurance terminology and nonprofit governance

Core Competencies

- Exceptional organizational skills with ability to manage multiple complex projects simultaneously
- Strong attention to detail and commitment to accuracy in data management
- Excellent written and verbal communication skills
- Proven ability to develop and implement systematic processes and procedures
- Experience working with sensitive medical information and maintaining confidentiality
- Collaborative approach with ability to work effectively across departments
- Problem-solving skills and ability to adapt to changing program needs

Personal Attributes

- Passionate commitment to Camp Quality USA's mission
- High emotional intelligence and interpersonal skills
- Flexibility and adaptability in fast-paced camp environments
- Professional demeanor with ability to maintain confidentiality
- Positive, enthusiastic attitude that inspires others
- Is open to learning about and respecting different cultures, experiences, and viewpoints
- Participates in and supports company-wide DEI initiatives.

PREFERRED QUALIFICATIONS

- Master's degree in relevant field
- Certification in nonprofit administration
- Experience with Camp Quality USA programs or similar medical/therapeutic camping organizations
- Background in healthcare administration or working with pediatric populations

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, and donor 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.