

Manager of Operations Camp Quality USA



Reports To: Executive Officer of Operations

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 Manager of Operations is responsible for maintaining accurate and timely financial records for Camp Quality USA, ensuring proper documentation of all financial transactions, and supporting the organization's fiscal accountability. This role is critical to maintaining the financial integrity necessary to serve children and families affected by childhood cancer through our camp and support programs. The position requires attention to detail, understanding of nonprofit accounting principles, and commitment to supporting our mission through excellent financial stewardship.

KEY RESPONSIBILITIES

Daily Financial Operations

- Process accounts payable including invoice verification, coding, and payment scheduling
- Manage accounts receivable including donation processing, pledge tracking, and collection follow-up
- Perform daily cash management including bank deposits, reconciliations, and cash flow monitoring
- Maintain accurate general ledger entries and transaction coding using appropriate fund accounting methods
- Handle expense reimbursement processing
- Coordinate with credit card processors and manage online donation platform reconciliations

Nonprofit Fund Accounting

- Maintain separate accounting for restricted and unrestricted funds according to donor specifications
- Track grant expenditures and ensure compliance with funder requirements and reporting deadlines
- Process program-specific expenses and maintain cost center accounting for camps and programs
- Handle in-kind donation recording and valuation according to nonprofit accounting standards
- Manage endowment and designated fund transactions with proper documentation
- Maintain donor database integrity and gift acknowledgment processing support

Financial Reporting & Documentation

- Generate program-specific financial reports for directors and grant reporting requirements
- Maintain organized electronic filing systems for all financial documents, invoices, and supporting documentation
- Prepare monthly bank reconciliations and resolve discrepancies promptly
- Support annual audit preparation by organizing requested documentation and schedules
- Create and maintain budget vs. actual reports for department managers



Compliance & Controls

- Ensure adherence to internal financial controls and approval processes
- Maintain accurate records for sales tax, payroll tax, and other regulatory compliance
- Support annual tax preparation including Form 990 documentation and schedules
- Process vendor setup with proper W-9 collection and 1099 preparation
- Document all financial procedures and maintain current process documentation

Administrative Support

- Assist with budget preparation and financial planning processes
- Support program registration financial processing and participant payment tracking
- Coordinate with development team on donation processing and acknowledgment workflows
- Provide financial information to staff for program planning and expense management
- Assist with special events financial tracking and reporting

PERFORMANCE METRICS

Accuracy & Quality Metrics

- Transaction Accuracy Rate: Maintain 99.5% accuracy rate for all financial data entry and processing
- Bank Reconciliation Completion: Complete monthly bank reconciliations within 10 business days of month-end
- Accounts Payable Processing: Process invoices within 48 hours of receipt with 100% approval compliance
- Error Resolution Time: Resolve identified discrepancies within 24 hours of discovery
- Documentation Completeness: Maintain 100% supporting documentation for all transactions over \$25

Timeliness Metrics

- Monthly Reporting Deadline: Complete monthly financial reports within 10 business days of month-end
- Accounts Receivable Processing: Process donations and payments within 24 hours of receipt
- Grant Reporting Support: Provide required financial data for grant reports within 2 business days of request
- Audit Preparation: Deliver requested audit documentation within 48 hours of auditor requests

Compliance & Control Metrics

- Internal Control Adherence: Maintain 100% compliance with established financial policies and procedures
- Regulatory Compliance: Achieve 100% accuracy in tax reporting and regulatory filing support
- Vendor Management: Maintain current W-9 forms for 100% of active vendors
- Budget Variance Reporting: Provide accurate budget vs. actual analysis with variance explanations monthly
- Fund Accounting Accuracy: Maintain 100% accuracy in restricted fund tracking and reporting

System & Process Metrics

- Process Documentation: Maintain current written procedures for all routine bookkeeping tasks
- Technology Utilization: Achieve 95% uptime for accounting software and financial systems
- File Organization: Maintain organized digital and physical filing systems with 100% document retrieval within 5 minutes

Review Schedule

- Weekly: One-on-one with Executive Officer of Operations
- Monthly: Financial and program 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 programs, events, and meetings, or visit other departments. Travel requirement is 10%.

REQUIRED QUALIFICATIONS

Education & Experience

- High school diploma or equivalent required; Associate's degree in Accounting, Business, or related field preferred or comparable experience
- Minimum 2-3 years of bookkeeping experience, preferably in nonprofit or service organization
- Experience with QuickBooks or similar accounting software required
- Knowledge of nonprofit fund accounting principles preferred
- Experience with payroll processing and benefits administration

Technical Skills

- Proficiency in QuickBooks, Excel, and general computer applications
- Experience with online banking, electronic payment systems, and donation processing platforms
- Understanding of basic accounting principles and double-entry bookkeeping
- Familiarity with payroll systems and tax reporting requirements
- Knowledge of nonprofit accounting standards and compliance requirements preferred

Core Competencies

- Exceptional attention to detail and commitment to accuracy
- Strong organizational skills with ability to manage multiple priorities and deadlines
- Excellent communication skills for interaction with vendors, staff, and donors
- Ability to maintain confidentiality of financial and donor information
- Problem-solving skills and ability to research and resolve discrepancies
- Reliability and commitment to meeting established deadlines
- Professional demeanor and customer service orientation



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

- Bachelor's degree in Accounting, Finance, or related field
- Bookkeeping certification or QuickBooks ProAdvisor certification
- Experience with nonprofit organizations, particularly youth-serving or healthcare-related
- Knowledge of grant accounting and compliance requirements
- Experience with fundraising database management and donor tracking systems
- Familiarity with camp or program-based organizations

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.