

Manager of Data Systems

Camp Quality USA

Location: Hybrid (Remote/Travel)

Employment Type: Full-Time, Exempt

Reports To: Executive Officer of Development

Travel Required: 15% depending on season

Salary Range: \$45,000-\$60,000

Benefits: Medical coverage, Simple IRA, generous PTO policy



ABOUT CAMP QUALITY USA

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.

We believe that diverse perspectives strengthen our mission and enhance our ability to serve families from all backgrounds. Camp Quality USA is committed to fostering an inclusive workplace where every team member can bring their authentic self to work and contribute their unique talents to support children and families facing cancer.

POSITION OVERVIEW

We are seeking a detail-oriented Manager of Data Systems to manage and optimize our database systems supporting development and fundraising functions. This role is critical to ensuring accurate, secure, and accessible data across all departments while maintaining the highest standards of privacy and compliance for the sensitive information we handle.

This position offers the opportunity to use technical expertise to directly support our mission while working with a collaborative team committed to serving families from all backgrounds during challenging times.

WHAT YOU'LL DO

Database Administration & Management

- Maintain and optimize multiple database systems including donor management, grant tracking, and donation records with attention to diverse data needs and accessibility
- Create and manage all online campaigns, pages, events, and links ensuring inclusive design and accessibility standards
- Ensure database integrity, security, and performance optimization while maintaining cultural sensitivity in data categorization
- Monitor database performance and implement improvements that support equitable access to information

Data Integration & System Coordination

- Integrate data across multiple platforms while ensuring consistent and inclusive data standards
- Develop automated data synchronization processes that support cross-departmental collaboration
- Create data workflows that enable all team members to access information they need regardless of technical background
- Troubleshoot integration issues with patience and clear communication



Reporting & Analytics

- Design comprehensive reports that accurately represent the communities we serve
- Create dashboards and visualization tools that are accessible and meaningful to users with different technical skill levels
- Develop KPIs and metrics that capture both quantitative outcomes and qualitative impact across different populations

Data Quality & Compliance

- Implement data quality standards that respect privacy while enabling inclusive program evaluation
- Ensure HIPAA compliance with particular attention to sensitive health information
- Maintain donor privacy standards while supporting community engagement
- Train staff on proper data entry and security protocols using accessible training methods

Technical Support & Training

- Provide patient, supportive technical assistance to staff with varying levels of technical expertise
- Conduct training sessions that accommodate different learning styles and technical backgrounds
- Create user guides and documentation that are clear and accessible to all team members
- Foster an environment where all staff feel comfortable asking questions and requesting support

PERFORMANCE EXCELLENCE METRICS

We value accuracy, security, and inclusive practices:

- **Data Accuracy:** 98% accuracy across all databases with attention to cultural competency in data categorization
- **System Performance:** 99% uptime for data synchronization between platforms
- **Reporting Excellence:** 99% accuracy in reports with 100% on-time delivery
- **Compliance:** Zero HIPAA violations, 100% PCI DSS compliance, complete annual security training for all staff
- **Support Quality:** 48-hour turnaround for ad-hoc reports, 24-hour response time for inquiries

WHO YOU ARE

Required Qualifications

- Bachelor's degree in related field or comparable working experience
- 3-5 years of relevant database management experience
- Experience with HIPAA compliance and sensitive data management
- Proven track record with CRM systems and donor management platforms
- Experience working with or contributing to diverse teams in inclusive environments

Technical Skills

- Proficiency with database platforms (SQL Server, MySQL, PostgreSQL, or Oracle)
- Experience with CRM systems (Every Action, One Cause, or similar nonprofit platforms)
- Understanding of data encryption, access controls, and compliance frameworks



Core Competencies

- Strong analytical thinking and problem-solving skills with attention to detail
- Excellent communication skills with ability to explain technical concepts to non-technical team members from diverse backgrounds
- Project management abilities with experience managing multiple priorities simultaneously
- Deep understanding of data privacy laws and ethical handling of sensitive information
- Meticulous approach to data accuracy and system reliability
- Commitment to continuous learning and staying current with inclusive technology practices

Personal Attributes We Value

- Passionate commitment to Camp Quality USA's mission of supporting children and families
- High emotional intelligence and cultural competency
- Patience and empathy when providing technical support to colleagues with varying skill levels
- Professional demeanor with ability to maintain confidentiality across all communities we serve
- Openness to learning about and respecting different cultures, experiences, and viewpoints
- Active participation in and support of organization-wide DEI initiatives
- Flexibility to work evenings, weekends, and travel as required

WORK ENVIRONMENT & TRAVEL

This hybrid role combines remote work flexibility with meaningful in-person engagement. You'll work from home/remote settings as well as outdoor camp environments with varying weather conditions. This position requires working availability Monday-Friday during standard business hours and flexibility to work some nights and weekends. The position requires travel (15% depending on season) to attend camps, programs, events, and meetings.

Physical Requirements: This active role involves regular physical activity including reaching, standing, walking, and outdoor navigation on uneven ground, along with extended computer work and the ability to lift up to 50 pounds.

OUR COMMITMENT TO YOU

Camp Quality USA is an equal opportunity employer committed to creating a diverse and inclusive workplace. We welcome and encourage applications from candidates of all backgrounds, including but not limited to those who identify as Black, Indigenous, People of Color, LGBTQ+, women, people with disabilities, veterans, and individuals from all socioeconomic backgrounds, ages, religions, and geographic regions.

We believe that a diverse team creates stronger programs and better serves the diverse families we support. If you're passionate about our mission and meet most of our qualifications, we encourage you to apply—even if you don't check every box.



APPLICATION QUESTIONS

In lieu of a cover letter, please respond to these three (3) questions (200-250 words each)

1. Inclusive Data Management & Cultural Competency

Data systems can inadvertently reflect biases or exclude certain populations if not designed thoughtfully. Our database contains information about families from diverse cultural, socioeconomic, and geographic backgrounds facing childhood cancer. Describe your approach to ensuring that database systems and reporting tools are inclusive and culturally sensitive. How would you design data collection and categorization systems that respect diversity while maintaining the ability to analyze and improve our services? What considerations would you keep in mind when training staff from different backgrounds to use these systems?

2. Technical Problem-Solving & Stakeholder Support

This role requires translating complex technical concepts for non-technical team members while maintaining multiple database systems under tight deadlines. Tell us about a time when you had to troubleshoot a significant database issue while supporting users who needed immediate access to critical information. How did you balance the technical problem-solving with clear communication to stakeholders? What was your approach to ensuring all users felt supported regardless of their technical expertise level?

3. Data Security & Ethical Responsibility

Managing data for families facing childhood cancer requires exceptional attention to privacy, security, and ethical data handling. Describe your experience with sensitive data management and compliance requirements. How do you balance the need for data accessibility (for staff to do their jobs effectively) with rigorous security and privacy protections? What strategies do you use to ensure all team members understand and follow data security protocols, and how would you handle a situation where you discovered a potential privacy or security concern?

READY TO JOIN OUR TEAM?

To Apply: Please submit your resume and responses to the three application questions above to karen.rendell@campqualityusa.org

Application Deadline: Friday, October 10, 2025

Questions about this role? We welcome inquiries about this position, our organization, or our commitment to diversity and inclusion. Please email Karen Rendell at karen.rendell@campqualityusa.org

Preference in hiring will be given to applicants:

- That reside in a location with easy access to a major airport.
- That are residing in Eastern and Central time zones.
- That can begin employment by November 3, 2025 and begin travel immediately.

Camp Quality USA provides equal employment opportunities to all employees and applicants regardless of race, color, religion, sex, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty, or status as a protected veteran in accordance with applicable federal, state and local laws.

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