



# Camp Quality USA

## Executive Support Manager

*Full-Time | Remote | Exempt*

### 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 every child deserves the chance to laugh, play, and simply be a kid regardless of their diagnosis. Our mission is powered by compassionate staff, dedicated volunteers, and strategic partnerships that make transformative experiences possible for families navigating the challenges of childhood cancer.

### The Opportunity

We are seeking a highly organized, strategic, and detail-oriented **Executive Support Manager** to serve as a trusted partner to our Chief Executive Officer and Executive team. This is an exceptional opportunity for a professional who thrives behind the scenes, ensuring organizational effectiveness through seamless executive support, project management, board relations, and operational coordination.

This role combines executive assistance with strategic project management, requiring exceptional organizational skills, discretion, and the ability to juggle multiple priorities while maintaining the highest standards of confidentiality and professionalism. You will be the central hub connecting leadership, board members, and stakeholders; ensuring nothing falls through the cracks and everything runs smoothly.

### What You Will Do

#### Strategic Executive Partnership

- Serve as the CEO's right hand, managing calendar, communications, expense reports, and priorities
- Act as gatekeeper and strategic filter for CEO's time and attention
- Coordinate written communications and ensure timely response to critical matters
- Provide support to the entire Executive team as directed by the CEO

#### Executive Project Management

- Manage cross-functional projects on behalf of the CEO, including strategic initiatives and special campaigns

- Develop project timelines, coordinate resources, track deliverables, and ensure quality standards
- Serve as primary liaison between CEO and project teams, facilitating communication and providing updates
- Implement project tracking systems and identify/mitigate potential risks

## Board Relations & Governance Support

- Coordinate all board meetings, including preparation and distribution of materials, agendas, and documentation
- Maintain board records, meeting minutes, and compliance documentation according to nonprofit governance standards
- Support board committees with scheduling, note-taking, and materials preparation
- Assist with board member onboarding and ongoing development initiatives

## Insurance Management & Risk Oversight

- Manage all organizational insurance policies (liability, property, D&O, program coverage)
- Coordinate annual renewals, obtain competitive quotes, and oversee claims process
- Conduct insurance needs assessments and ensure compliance with all program requirements
- Maintain relationships with insurance brokers and providers

## Meeting & Event Coordination

- Schedule and manage all CEO meetings with internal and external stakeholders
- Coordinate organizational events, including venue selection, catering, and logistics
- Manage travel arrangements for National Support Team as requested
- Coordinate virtual meeting platforms and troubleshoot technology issues
- Document meeting outcomes and track follow-up actions

## Who You Are

### Required Qualifications

- **Education:** Bachelor's degree in related field or equivalent experience
- **Experience:** Minimum 3 years of executive assistant or administrative management experience, preferably in the nonprofit sector
- **Technical Skills:** Advanced proficiency in Microsoft Office Suite, project management software, video conferencing platforms (Zoom, Teams), CRM systems, and communication platforms (Google, Microsoft Teams)
- **Organizational Excellence:** Exceptional ability to manage multiple complex projects simultaneously with meticulous attention to detail
- **Communication:** Excellent written and verbal communication skills
- **Confidentiality:** Experience working with sensitive information and maintaining strict confidentiality (HIPAA knowledge preferred)
- **Problem-Solving:** Proven ability to develop systematic processes and adapt to changing needs

## Personal Qualities

- Passionate commitment to serving children with cancer and their families
- High emotional intelligence with exceptional interpersonal skills
- Proactive self-starter who anticipates needs and takes initiative
- Professional demeanor with unflappable composure under pressure
- Flexible and adaptable in a fast-paced nonprofit environment
- Collaborative approach with ability to work effectively across departments
- Positive, enthusiastic attitude that inspires others
- Open to learning about and respecting different cultures, experiences, and viewpoints
- Participates in and supports company-wide DEI initiatives

## Preferred Qualifications

- Project management certification (PMP, CAPM) or equivalent experience
- Certification in nonprofit administration
- Basic understanding of insurance terminology and nonprofit governance
- Experience with Camp Quality USA programs or similar medical/therapeutic camping organizations

## What We Offer

- **Meaningful Work:** Play a critical behind-the-scenes role supporting leadership in making a profound difference for children and families
- **100% Remote Position:** With core collaboration hours and flexibility for work-life integration
- **Flexible PTO:** Generous paid time off to support your well-being and personal needs
- **Medical Coverage:** Comprehensive health insurance coverage
- **Retirement Benefits:** SIMPLE IRA with employer match to help you plan for your future
- **Professional Growth:** Opportunities for professional development and skill building
- **Strategic Partnership:** Work directly with executive leadership on high-impact organizational initiatives
- **Mission-Driven Culture:** Join a passionate team committed to excellence, inclusion, and making a difference
- **Competitive Compensation:** Salary range is \$45,000-\$60,000

## Location & Work Arrangements

This is a **100% remote position** with occasional travel to organizational events and meetings (approximately 15% travel).

**Location Requirements:** Candidates must be located in the Central or Eastern time zones. **Strong preference will be given to candidates residing in or near Kalamazoo, Michigan, or in Michigan, Ohio, Illinois, Kentucky, Missouri, Arkansas, Texas, or Pennsylvania.**

Core collaboration hours are Monday through Friday during standard business hours, with flexibility for work-life integration. Occasional evening and weekend work may be required for events and board meetings.

## How to Apply

To be considered for this exciting opportunity, please submit the following:

- **Resume:** Current resume highlighting your executive support and project management experience
- **Cover Letter:** A compelling letter (1-2 pages) that addresses: Why you want to be the Executive Support Manager for Camp Quality USA, what unique skills and perspective you will bring to this role, and how your values align with our mission

**Application Deadline:** *March 5, 2026*

**Submit applications to:** *Karen Rendell, karen.rendell@campqualityusa.org*

**Questions?** Contact [karen.rendell@campqualityusa.org](mailto:karen.rendell@campqualityusa.org)

## Equal Opportunity Employer

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.

We are committed to providing reasonable accommodations throughout the application and employment process. If you need assistance or accommodation, please contact [karen.rendell@campqualityusa.org](mailto:karen.rendell@campqualityusa.org).

**Join us in bringing positivity, fun, and laughter to children facing cancer!**

*We look forward to hearing from you!*