



CHIEF OPERATING OFFICER

Experience Camps is a national nonprofit that gives grieving children experiences that change their lives forever. Our one-week, overnight summer camp programs provide a safe environment where kids can explore their grief, break the isolation they may feel outside of camp, and have a whole lot of fun. At the intersection of grief and play, Experience Camps ensures that childhood carries on. Our goal is to reach the 5.3 million grieving children in the U.S. through innovative, scalable programs, childhood grief advocacy, and education so that every grieving child lives a life rich with possibility.

Job Overview

Reporting to the CEO, the Chief Operating Officer (COO) maximizes the effectiveness of the organization through operational oversight and strategic leadership. In addition to managing internal operations, the COO is an integrator of the organization's leadership, supporting effective planning, decision-making and collaboration. This leader brings the ability to both zoom out to the strategy and dig into the details, bringing to life the best practices of scaling organizations.

The COO oversees the financials, people operations, compliance, board management, and internal communications. An innovative thinker and authentic relationship-builder, the COO plays a key role in enhancing each teams' capacity and effectiveness while setting the tempo for cross-functional collaboration that reflects our values and priorities.

RESPONSIBILITIES

The following is not intended to be an exhaustive list. Other responsibilities and duties may be assigned.

INTERNAL OPERATIONS

- Responsible for our overall financial strategy, budget planning and analysis, internal and external reporting, investments, and annual auditing.
- Oversee cash flow, cash management, and processes for tracking financial information including revenue details, pledges, and designated grants.
- Develop and execute strategies for the employee lifecycle, including workforce planning, recruitment, onboarding, engagement and retention, learning and development, and performance management.
- In partnership with the organization's PEO partner (ADP), direct general HR administration including benefits enrollment, payroll, policy development, etc.
- Manage internal communications and planning of internal team events and summits.
- Oversee all state compliance, technology systems, vendor management, and internal risk policies.

BOARD MANAGEMENT

- Serve as the main liaison between the Board of Directors and the organization.
- Manage the Board member lifecycle from recruitment, onboarding, engagement plans, to alumni.
- Lead the development of Board and Committee meeting agendas, committee reports, pre-read materials, presentations, logistics, action plans, and record keeping.
- In partnership with Committee Chairs, ensure committee goals and project plans are on track and support as needed.

LEADERSHIP SUPPORT AND ORGANIZATIONAL EFFECTIVENESS

- Lead the annual and quarterly planning processes in partnership with the Leadership Team, aligning the organization's top-to-bottom goals, comprehensive action plans, and measurable results.
- Increase the impact of the leadership team by participating in cross-functional meetings, acting as a sounding board, and providing consultation on high-priority projects.
- Track high-priority initiatives for the CEO and leadership team, identifying and prioritizing key topics along with suggestions for mitigation or resolution.
- Build and reinforce scaling opportunities and best practices in team management, project prioritization, data interpretation, and reporting to support short and long-term success.

SKILLS AND QUALIFICATIONS

- Bachelor's degree and 10+ years of experience within a Business Operations leadership position.
- A strategic operational leader, with exceptional ability to analyze, prioritize, plan, communicate, and execute in a rapidly evolving organization.
- Experience developing organizational strategies, processes, systems, and cultural norms that are effective, efficient, and reinforce a strong and inclusive team culture.
- Strong Communication skills - clear verbal and written communicator. Summarizes information succinctly. Strong attention to detail.
- Strong project management and change management skills. Is able to drive change and behavior through authentic leadership.
- Is metrics-oriented. Excellent analytical, strategic thinking, and problem-solving skills.
- Able to think quickly, take on challenges, and end-to-end problem-solving.
- Advanced Microsoft skills or equivalent.

EXPECTATIONS AND COMPENSATION

- Reports to the Chief Executive Officer.
- A full-time, year-round position.
- Local to the Westport, CT office.
- Annual base salary of \$100,000.
- In addition to the annual base salary, Experience Camps offers a benefits package for full-time employees including employer-subsidized health, wellness and technology benefits, a healthcare concierge service, flexible work scheduling, telecommuting, paid holidays, PTO, bereavement, and parental leave offerings.

MORE ABOUT THE RIGHT FIT

- A trusted partner.
- A calm multi-tasker, capable of balancing several projects and delivering on tight timelines.
- Adaptable, strong listener, comfortable providing feedback, and holding people accountable.
- People-Oriented, high emotional intelligence, relationship builder, empathetic, works well with people of all backgrounds.
- Able to drive results through indirect influence.
- Able to think ahead and catch problems before they arise.
- Can balance the need for systems to increase efficiency and productivity with the need to maintain a flexible culture where creativity thrives.

TO APPLY

Experience Camps has retained PNP Staffing Group to lead this search. Please send resume and cover letter to Wade Savitt, Executive Recruiter with PNP Staffing Group: wsavitt@pnpstaffinggroup.com

OUR CORE VALUES - C.A.M.P.

- **Come As You Are (unless you're a jerk):** Bring your unique voice and your authentic self to the table. Have an open mind and respect the value in other perspectives.
- **Always FTK:** Stay true to the mission and focus on the outcomes. Above all else, we are here For The Kids.
- **Make it Count:** Whatever you do, do it well. Inspire others through your actions. Lead with passion. Love what you do.
- **Pass the Squeeze:** Offer support when it's needed. Accept support when it's offered. Be a team player.

Experience Camps is an equal opportunity employer. Our campers come from all walks of life and so do we. We are looking to hire people of a wide variety of backgrounds because it makes us stronger. If you share our values, you belong here. You can learn more about our Diversity, Equity, and Inclusion commitments [here](#).

