



Job Posting

Chief Operations Officer (COO)

Ministry: Kids Across America
Location: Branson, MO
FLSA: Exempt/Salary/Full-time
Supervisor: Chief Executive Officer/President

Overview of Position

The Chief Operations Officer (COO) will oversee many areas of camp operations, areas include summer staffing, facility maintenance to ministry operations (Registration, Kaleo and HG Programs). The COO will be crucial in developing and implementing comprehensive strategies to support KAA's mission, vision, and strategic objectives. Including, but not limited to the following:

- ❖ Cultivate and steward relationships with colleges, corporations, and other key alumni to ensure Kids Across America is full of campers and staffing each year.
- ❖ Provide strategic guidance and support to the senior leadership team and Board of Directors on camp operation related matters.
- ❖ Lead and mentor a team of camp professionals, providing leadership, guidance, and support to maximize their potential and contribution to the organization.
- ❖ Represent Kids Across America externally at conferences, meetings, and events to enhance its visibility, reputation, and fundraising opportunities.

General Expectations:

- Hiring on off summer staff retention numbers of 45 % or 500 each year, through off season trail and events to recruit staffing.
- Work to ensure the safety of our staff during our summer season by keeping workmen's compensation claims to less than 20 per season.
- Keeping the Kaleo and Camper Experience at the forefront by maintaining a 4-5 rating on summer surveys
- Work alongside Facilities Management and CEO to manage capital expenditures and keeping to the camp budget and expenses.

Primary Responsibilities

Strategic Leadership

- Collaborate with the CEO and senior leadership to develop and execute a long-term operational strategy in alignment with KAA's mission and goals.
- Lead and implement organizational initiatives to increase efficiency, optimize resources, and support the camp's growth and sustainability.

- Drive a high-performance culture aligned with KAA's Christian values, inspiring excellence and commitment within the operational teams.

Operational Oversight

- Oversee the daily operations of all camp facilities, including facilities management, program delivery, guest services, safety, and compliance.
- Ensure facilities are well-maintained, welcoming, and ready to provide an outstanding guest experience.
- Develop, monitor and manage key performance indicators (KPIs) related to safety, guest satisfaction, financial performance, and operational efficiency.
- Lead efforts to expand and innovate programming that serves campers of all ages, partnering closely with the camp directors and other key stakeholders.

Team Leadership and Development

- Provide direct supervision to department leaders within ministry operations, including facilities management, food services, health services, and safety/security.
- Foster a team culture centered on accountability, faith, and growth, providing guidance and mentorship to senior leaders within operations.
- Recruit, develop, and retain a talented team passionate about serving Christ and fulfilling KAA's mission.

Financial and Risk Management

- Partner with the CEO and Leadership Team to oversee operational budgets, control costs, and drive cost efficiency.
- Implement effective risk management practices to safeguard campers, staff, and resources, including compliance with all health, safety, and regulatory standards.
- Develop and monitor the implementation of policies and procedures that align with industry standards and organizational objectives.

Guest Experience / Programs

- Work closely with program and guest services teams to ensure that every guest's experience at KAA reflects our mission and commitment to quality.
- Continuously seek and implement improvements to the guest experience, incorporating feedback from guests, staff, and the community.

Qualifications

- Bachelor's degree in non-profit management, business administration, communications, or a related field.
- Minimum of 7-10 years organizational leadership roles within the nonprofit sector, preferably in a faith-based organization.
- Proven track record of successfully leading large number of staff of young people.
- Strong leadership skills with the ability to inspire and motivate a team, build consensus, and drive results in a collaborative environment.

About Kids Across America

- Vision:
Transforming Urban Youth to impact Their Communities through Christ.
- Mission:
To Build Christian Leaders by Encouraging, Equipping, and Empowering Urban Youth and their Mentors, through Camping and Education.
- Kids Across America is a community of believers committed to sharing the Gospel of Jesus Christ through Christian camping and various other means. Employees must understand that their roles are important in the overall goal of Kids Across America. We work together as a group to evangelize and equip the next generation to reach the world for Christ.

KAA Core Values

- Christ Centered: We seek to reflect the love of Christ and lift him up in all we do.
- Education and Training: We actively engage people in life-changing learning experiences that provide growth and enrichment.
- Stewardship: We will honor God with all our resources and celebrate those who provide them.
- Integrity: We commit to open communication, honesty, and personal and organizational accountability.
- Culturally Relevant: We will engage our communities in ways that are compelling and relevant to them.
- Unity: We embrace cultural differences, build bridges, resolve conflict peaceably, and seek to be an example of unified diversity.