SOCIETY to IMPROVE DIAGNOSIS in MEDICINE

Better outcomes through better diagnosis.

Job Description
Program Assistant

Title: Program Assistant
Supervised by: Operations Manager
Status: Full-time, exempt
Date revised: April 2019
Location: Chicago, IL

Our Organization

The Society to Improve Diagnosis in Medicine (SIDM) catalyzes and leads change to improve diagnosis and eliminate harm, in partnership with patients, their families, the healthcare community, and every interested stakeholder. http://www.improvediagnosis.org

The Position

The Program Assistant provides administrative support for SIDM internal and external stakeholders including staff, donors, members, event attendees, committee members, and others. The Program Assistant provides registration support for event attendees and assists with speaker management. The Program Assistant also serves as backup to the Administrator, with emphasis on use of IT applications.

Responsibilities

Conference Assistance (approximately 70% of the position)

- Support all administrative aspects of conference planning including committee meetings, logistics, registration, speaker management, space allocations, etc.
- Organize and maintain project documentation
- Create analytical reports using Conference software (EventRebels)

Neon CRM (approximately 15% of the position)

- Administer SIDM's customer relationship management (CRM) data base
- Working with the Digital Content Manager, coordinate communications (emails, letters, confirmations, etc.) through CRM system reports
- Create analytical reports as requested by SIDM Staff (eg monthly Development Dashboard)

Organizational Administrative Support (approximately 10% of the position)

- Backup assistance to SIDM's Administrator
- Maintain organizational documentation on SIDM's cloud-based electronic filing system
- Lead staff for Office 365/Teams use and management

Other (approximately 5% of the position)

- Actively participate in required conferences and staff meetings
- Protect SIDM's value by keeping information confidential
- Update knowledge by participating in educational opportunities; maintaining networks; participating in professional organizations.
- Perform other duties as assigned by supervisor

Work Environment

- Chicago-area (preferred). Virtual office at this time, change to flexible in- and virtual office days in the future. Occasional work on evenings and weekends as needed
- This position requires availability during business hours, Monday through Friday
- Smoke- and drug-free environment
- Some work at off-site locations may be required and those may not necessarily be fully accessible
- This role routinely uses standard office equipment such as computers, phones, photocopiers, scanners, filing cabinets, and fax machines. Employee is regularly required to talk, hear, stand, walk, use hands to finger, handle or feel; and reach with hands and arms
- SIDM is an equal opportunity employer and seeks to employ qualified individuals based on individual merit. SIDM does not discriminate against any individual with respect to the terms and conditions of employment based on that individual's race, sex, age, religion, color, national origin, disability, genetic information, marital status, veteran status, sexual orientation, gender identity or expression, housing status, or any other non-merit factor protected under state, local or federal laws. Equal Employment Opportunity applies to all personnel actions such as recruiting, hiring, compensation, benefits, promotions, training, transfer, termination, and opportunities for training. SIDM is committed to a fair and equitable workplace where everyone is a respected and valued member of the team

Qualifications

Educational background

- Bachelor's degree.

Experience

Job experience requirements

- Exceptional customer service skills.
- High level of proficiency with Microsoft Office applications (Outlook 365, Excel, Word, PowerPoint)
- Experienced user of Customer Relationship Management software (CRM) systems, familiarity with Neon a plus.
- 3-5 years' experience working in a non-profit environment (or equivalent)
- Event registration, speaker management, and conference planning software platforms experience, particularly with medical conferences, is a plus

Specific skill sets

- Comfortable in a fast-paced environment
- Exceptional skills in use of Excel and other database applications
- Attention to detail and the ability to work individually and proactively, within a multi-disciplinary team, as well as with external partners and vendors
- Ability to work in collaboration and cooperation with others, particularly team colleagues.
- Self-reliant, good problem solver, results oriented
- Ability to creatively find solutions to challenges

- Ability to anticipate, manage and resolve conflicts
- Ability to make decisions in a changing environment and anticipate future needs
- Strong team player that has a customer service approach and is solution-oriented
- Passion for SIDM's mission.

What Makes SIDM a Great Place to Work?

- We offer a compensation package that includes SIDM sponsored health and dental insurance. We have generous leave and the convenience of working from your home office.
- Salary range for this position is $35,000 to $42,000, depending on experience and qualifications.

How to Apply

- Please submit resume and cover letter and resume to info@improvediagnosis.org with the subject line "PA - your last name, first name." Indicate in your email where you heard of the position opening.
- No phone calls please.