



## Job Description

Title: Chief Operating Officer  
Supervised by: Chief Executive Officer  
Supervises: Associates (4 FTE) and Contractors/vendors (TBD)  
Status: 1 FTE, exempt, employee  
Date: January 2022

### Our Organization

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

### Position Summary

The Chief Operating Officer is a key member of the executive management team reporting to the CEO. He/she will leverage the strategic plan, and in concert with the CEO, plan, direct and oversee the organization's operational activities. Ensuring development and implementation of efficient operations and cost-effective systems to meet current and future needs of the organization, the COO shall have strategic oversight for General Administration, Human Resources & People Management, Information Technology, Membership, and Conferences & Event Planning.

### Supervisory Responsibilities

4 FTEs  
Consultants

### Responsibilities

#### Administration

- Assist CEO in development and monitoring of strategic plans for operational efficiency and increased productivity; collaborate with other department heads to carry out the organization's goals and objectives.
- Establish, implement, and communicate the strategic direction of the operations division.
- Establish quantitative and qualitative metrics, guidelines, and standards by which the organization's efficiency and effectiveness can be evaluated; identify opportunities for improvement.
- Identify, recommend, and implement new processes, technologies, and systems to improve and streamline organizational processes and use of resources.
- Develop and implement policies and procedures that will improve day-to-day operations.
- Monitor adherence to federal and state laws, regulations, recommendations, and procedures for compliance.
- Develop and oversee division budget.



### Human Resources/People Management

- Oversee all areas related to people management, including talent acquisition and retention, compensation, health and welfare benefits, training and development, records management, safety and health, and employee relations.
- Develop and implement human resource strategies that guide management and employee actions.
- Oversee performance review process including collaboration with senior management in the development of performance goals and long-term operational plans.
- Support management team by providing human resources advice, counsel, and decisions.

### Conference & Education

- Plan and direct strategy for SIDM-sponsored meetings and other events.
- Oversee program planning for conferences and other events, including CME/CE administration.
- Review, and analyze requests for new conferences, worldwide overseeing agreed-upon support.

### Information Technology

- Oversee IT operations and provide direction and guidance to IT consultants.
- Determine business requirements for IT systems and oversee the design and implementation.
- Create processes and standards for implementation and support systems.

### Memberships

Oversee and lead the development, implementation, and evaluation of membership growth strategies.

### **Education**

- Bachelor's degree in business administration, or another related field
- Master's or other professional certification preferred
- 10+ years leadership
- 5+ years of project management experience
- Excellent interpersonal, verbal, and written communication skills
- Demonstrated experience leading cross-functional teams

### **Experience**

- Proven experience as a chief operating officer or relevant role
- Understanding of business functions such as HR, Finance, communications, etc.
- Experience and knowledge of all aspects of event planning, including program development, CME administration and logistics management
- Working knowledge of IT/Business infrastructure and MS Office
- Demonstrable competency in strategic planning
- Experience with budget and business plan development
- Aptitude in decision-making and problem-solving
- Proficiency in creating clear, concise communication collateral for an internal or external audience
- Ability to work proactively in an ambiguous, dynamic, entrepreneurial organization



SOCIETY to  
IMPROVE  
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### **Skills and Abilities**

- Strong knowledge of multiple operational functions and principles, including human resources, IT, and administrative management
- Proven ability to plan and manage operational processes for maximum efficiency and productivity
- Ability to streamline and implement new structures and roles that create speed, efficiency, and support rapidly shifting business demands
- Superior negotiation skills in both internal and external settings
- Demonstrable, excellent organizational, communication, and leadership skills
- Excellent written and oral communication skills
- Action-oriented with excellent follow-through skills

### **Work Environment**

- Virtual office; some work at off-site locations may be required
- Occasional work on evenings and weekends as needed
- Occasional out of town travel is required
- Smoke- and drug-free environment
- This role routinely uses standard office equipment such as computers, phones, scanners.
- 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.