



Position Summary

Title: Chief of Staff – Grade 1
Reports to: Chief Executive Officer
Department: Office of the CEO
Supervises: None
FLSA Status: Full-time, Exempt
Location: Remote
Date revised: August 2022

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 Chief of Staff (CoS) is responsible for planning and managing all administrative, financial, and operational activities for the Office of the CEO, including the Chief Strategy and Innovation Officer and Board of Directors. The CoS will use strong leadership and problem-solving skills to organize and prioritize critical issues to facilitate efficient decision-making.

He/she will manage the flow of information and act as the point of contact and gatekeeper between the senior leadership team and other stakeholders, managing calendars and travel requests. The CoS will provide oversight to projects of high importance, attend meetings on the executive's behalf, and lead and implement various strategic planning processes across the organization.

The CoS will perform a variety of highly responsible, complex, and sensitive administrative duties, and manage administrative details not requiring the immediate attention of the executives, including the coordination of functions and communication of policy.

Responsibilities

CEO & CSIO Support

- Oversee and manage multiple projects with competing priorities, to support the CEO and CSIO.
- Monitor and identify priorities that require senior leadership focus.
- Research, prepare various reports, and provide leadership members with important information to prepare them for upcoming meetings or presentations.
- Manage flow of information including managing the executive's calendar, travel arrangements, expense reports, updating CRM with relevant CEO activity, creating, and editing reports, materials, agendas, and minutes for internal and external stakeholder meetings.

- Make high-level contacts of a complex and confidential nature both inside and outside the organization. Answer complex inquiries requiring detailed knowledge of SIDM procedures. Screen phone calls and emails and respond to routine and non-routine requests with discretion.
- Attend internal and external meetings on behalf of the executives and provide appropriate and timely summaries and follow-up.
- Communicate with staff on behalf of the “executives” on programmatic, strategic, administrative and development initiatives.
- Provide confidential support to the “executives” on issues related to SIDM business, internal office concerns, human resource issues, or organizational processes.
- Draft a variety of written communications for staff, inter-department meetings, and outside individuals. Prepare background materials for meetings. Proofread and edit documents, reports, proposals, and presentations. Assist with preparation of proposals and presentations.
- Develop and assemble organizational annual goals, measure progress, and provide updates to stakeholders.
- Develop and manage Office of the CEO’s and BOD’s annual budget.

Board of Directors Support

- Serve as liaison and primary point of contact to the Board of Directors, including onboarding and offboarding members, regular communications, meeting, scheduling, and monthly report writing and distribution, as well as maintaining official board documents.
- In consultation with the CEO and Board chair, compose and assign agenda items for all regular and special meetings; supervise the timely and accurate distribution of the Board agenda to recipients to meet legal requirements and procedural deadlines.
- Serve as recording secretary for the BOD; attend meetings and record action and vote taken; direct and supervise the recording and maintenance of the official records and BOD correspondence.
- Provide staff support to standing and ad hoc committees and other groups as assigned; attend meetings and take notes or record proceedings; prepare and distribute agendas, background materials, and minutes as appropriate.
- Serve as staff liaison on the Board Governance Committee, working alongside Governance Committee Chair to coordinate materials development, regularly update and expand prospect list, update, and develop governance materials, move nominations forward according to board processes, along with administrative duties of scheduling meetings and drafting agendas and minutes.
- Other projects as assigned.

Education & Experience

- Bachelor’s degree in business administration, or another related field preferred
- 5+ years’ experience providing administrative support for C-Suite leaders, preferably in a nonprofit environment
- Expert proficiency in Microsoft Office 365 Suite (Word, Excel, PowerPoint, Teams, SharePoint)
- Proficient in Canva, Adobe or other graphic design software
- CRM experience; Neon a plus

- Proficiency in creating clear, concise communication collateral for an internal or external audience
- Ability to work proactively in an ambiguous, dynamic, entrepreneurial organization

Skills and Abilities

- Excellent written and oral communication skills
- Action-oriented with excellent follow-through skills
- Able to work efficiently and effectively in a virtual environment
- Thrives in a fast-paced environment
- Self-reliant, results oriented, an excellent problem solver
- Anticipates needs and resolves issues before, and as they arise
- Understands and respects the need for confidentiality
- Strong attention to detail and the ability to work individually and within a multidisciplinary team, external partners, and vendors
- Collaborative and able to advocate on behalf of self and others in support of the mission and efficient teamwork

Work Environment

- Virtual office; some work at off-site locations in Atlanta area, will be 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.

To apply: Send cover letter, resume and salary history to careers@improvediagnosis.org.