



**Job description**  
**Chief Operating Officer**  
**Solve ME/CFS Initiative**

*Has the COVID pandemic made you look for new ways to make a difference? Are you driven by a mission to tackle big challenges? Would you thrive in a fast-paced environment dedicated to using your experience to help make breakthroughs possible? We are looking for you to bring your operational excellence and make a difference in the lives of millions of people living with post-infection diseases like myalgic encephalomyelitis / chronic fatigue syndrome and Long COVID.*

**Background**

Affecting millions of people worldwide, *Myalgic Encephalitis (ME)*, often referred to as *Chronic Fatigue Syndrome (CFS)* or *ME/CFS* is a chronic, complex and severely debilitating disease that is often triggered by an infection.

The global pandemic has given rise to the newest and perhaps most widespread post-infection disease - Long Covid - which is estimated to affect 10 – 30% of all COVID-19 patients. These patients, known as Covid Long Haulers, report symptoms that are indistinguishable from ME/CFS – most often extreme fatigue, exhaustion exacerbated by exertion and brain fog.

Solve ME/CFS Initiative (Solve M.E.) is a non-profit organization, established in 1987, whose original mission was to make ME/CFS understood, diagnosable, and treatable. Early in the pandemic, Solve M.E. recognized the relationship between ME/CFS and Long Covid and expanded its mission to include Long Covid and other post-infection diseases.

We are focused on bringing patients, government, funders, scientific, medical, pharmaceutical and other stake-holders together, to address our mission and improve outcomes for people living with these diseases.

With an expanded mission and the need to make a greater impact, we are looking to scale our organizational capacity and strengthen our operations. This is a unique opportunity to join at a momentous time and to help Solve M.E. take on the challenge!

**About the Position**

Reporting to the CEO and serving as a key member of the leadership team, the Chief Operating Officer (COO) will contribute directly to advancing the organization's goals. The COO will oversee revenue generation, fundraising, marketing, communications, finance and information



technology. The COO will enhance a culture of philanthropy across the organization and lead cross functional projects as needed. The COO will work with members of the leadership team to continue building our culture and provide our team with training and support.

This is an outstanding opportunity for a non-profit executive with operational experience and a proven track record in a growth environment to join a high-impact, mission-driven organization.

### **Key Responsibilities:**

#### **Strategy, Vision and Leadership**

- Play a key role in strategic planning, budgeting and execution of annual and multi-year objectives.
- Lead the development and operation of systems for tracking and reporting on the organization's key metrics and progress.
- Identify opportunities to leverage cross-program strengths to take advantage of new opportunities or to address challenges.
- Lead and coordinate the planning, scheduling, and support for governing and advisory boards.

#### **Team Development**

- Ensure staff members receive timely and appropriate reviews, training and professional / personal development.
- Promote a culture of high performance and continuous improvement that values learning and a commitment to quality.
- Bring focus to diversity, equity and inclusion organization-wide.

#### **Communication, Marketing and Development**

- Oversee communications across the organization both internally and externally-facing.
- Create synergies by aligning development and marketing for amplification of messages and achieving revenue goals.

#### **Operations, IT, Finance**

- Upgrade and implement an appropriate system of policies, internal controls, and procedures.
- Lead organization-wide annual budget and planning process.
- Achieve all financial deliverables (tax filings, audit, registrations)
- Maximize technology infrastructure, solutions and performance while minimizing risk.



### **Desired Qualifications**

- Ten years of non-profit experience in a senior leadership role
- Proven track record of success facilitating growth in organizations fueled by fundraising
- Experience in hiring, developing and leading teams
- Strong planning skills and experience organizing complex projects
- Excellent judgment and creative problem-solving skills
- Entrepreneurial team player who can multitask and doesn't shy away from doing big, ambitious projects.
- Excellent oral, interpersonal, and presentation skills and the ability to effectively interface with staff, leadership and board of directors
- Collaborative and open with stakeholders such as patients, partners, grantees, researchers, industry and more.

The Chief Operating Officer will report to the President and CEO. The position is full-time. The organization is located in Los Angeles, CA, but most of our work is done remotely. We offer a competitive salary and benefits package (including sponsored medical, vision and dental health plans). We value work/life balance, and our team operates on a four-day work week and are committed to ongoing professional development.