



**Empower.      Support.      Unite.**

## **ABOUT US**

We are veterinary professionals who empower our partner hospitals with support, training and technology to elevate their businesses. Driven by our passion for championing and advancing the veterinary profession, we partner with independent owners across the United States who enjoy the benefits of being part of a larger organization.

## **CHIEF OPERATING OFFICER – JOB SUMMARY**

The Chief Operating Officer (COO) is a newly created role that is responsible for leading all operations across our growing US portfolio of 30+ veterinary hospitals. The COO will report directly to the President and will hold primary responsibility for managing the remote field team that oversees and supports day-to-day operations of each hospital. The COO will be responsible for building and implementing an operational infrastructure that will support the company's aggressive growth strategy and will ensure the team is aligned to deliver on all metrics regarding growth, quality, customer satisfaction and operational excellence. As a key executive in a rapidly growing organization, the COO will also be a primary driver in establishing, developing and reinforcing the company's organizational culture as well as adherence to its vision, mission and values.

## **KEY ABILITIES**

- A proven results-oriented executive who can lead the business through a period of significant growth and transformation.
- A senior leader capable of, and oriented towards, managing a large, diverse, and operationally complex business to high levels of service, safety, and productivity.
- A talent steward in the organization, ensuring that the business attracts, retains, and motivates team members to deliver on current and future business needs, and to serve as viable successors to all critical positions. Employee attraction and retention is paramount.
- Ability to travel a majority of the time given the broad and growing geographic presence of the company and the importance of being a highly visible leader in the field.
- A collaborative and effective communicator able to build trust and relationships at all levels within the organization, including with its private equity partner, Atlantic Street Capital.

## **KEY RESPONSIBILITIES**

- Build, develop and lead a talented field team of Area Operations Managers in order to drive performance and support at the individual hospital level.
- Implement strategic initiatives and operational best practices in order to deliver against financial goals and key performance indicators (KPIs).
- Drive continuous process improvement and achieve operational excellence while ensuring that all initiatives are scalable and executed with consistency.
- Define and implement a talent management system to enable the company to hire, develop,

mentor and promote individuals, with the overarching goal of creating a people-centric culture that recognizes and values performance.

- Provide strong, visible, and inspired leadership to all operating employees, promoting and maintaining strong employee morale.
- Lead integration planning and execution for all acquisition targets and new hospital openings providing executive oversight of the entire process from real estate, team member onboarding, operational execution, and customer satisfaction.
- Assess the principal operational risks in the company and ensure that they are being appropriately monitored, managed, and mitigated. Ensure effective internal controls and processes are in place.

#### **IDEAL EXPERIENCE**

- 10+ years of experience leading businesses in a senior leadership role in operations or general management.
- 100+ million P&L management experience, preferably for a multi-unit company
- Bachelor's degree/M.B.A. or equivalent experience is a plus.

#### **KEY RELATIONSHIPS**

Reports to	<ul style="list-style-type: none"><li>• <a href="#">Matthew Lender</a> - President</li></ul>
Direct reports	<ul style="list-style-type: none"><li>• Director, Facilities &amp; Compliance</li><li>• Director, IT</li><li>• Area Operations Managers (5-6)</li></ul>
Other key relationships	<ul style="list-style-type: none"><li>• Board of Directors/Financial Sponsors – <a href="#">Atlantic Street Capital</a></li><li>• <a href="#">Scott Crawford, DVM</a> - Chief Executive Officer</li><li>• Chief Financial Officer</li><li>• <a href="#">Rich Roskell</a> - Chief Strategy Officer</li></ul>