

ROLE PROFILE

Operations Director

Reporting Relationships

- Reports to: Regional Operations Director or VP, Operations
- Direct Reports: Practice Managers/Office Managers within assigned area

Founded in 2006, VetStrategy is one of the nation's leading operators of veterinary hospitals and clinics. The company operates over 100 hospitals and clinics across Canada and employs over 1,800, dedicated people including over 400 veterinarians and mentors. VetStrategy has undergone a tremendous amount of growth and continues to grow at a rapid pace. Our business model is simple. We work with our veterinary partners to acquire ownership in veterinary hospitals, and then help in the management of these practices. This allows the medical team to focus on practising first-rate medicine, and allows the clinic's staff, clients, and patients to benefit from experienced business operators and managers.

Scope:

The role of the Operations Director (OD) is to ensure the execution of positive client experiences within the district in order to drive profitable clinic revenue growth. ODs are multi-unit leaders with accountability for results within each individual clinic with an underlying commitment to our Guiding Beliefs, our doctors and employees, and of course our clients.

The Ideal Candidate

Customer focus is the cornerstone to this role. The ideal candidate will be someone who has strong leadership and influencing ability and has a high degree of comfort dealing with organizational change. This candidate will have excellent communication skills, be adaptable and flexible to changing priorities and have top-notch relationship building capability. Coaching and development come naturally to this candidate. Experience working in a fast-paced, high growth organization will be a huge asset in this role.

The Role Details:

CUSTOMER FOCUS

- Ensure our clinics provide excellent client care for patients and their owners
- Drive profitable business results through promotion of proactive health practices centered on client wellness
- Perform monthly P&L reviews on each location to assess the performance goals against the clinic's business objectives; identify and create action plans to address business plan variances
- Provide input to help shape annual budget planning, create realistic yet "stretch" targets for revenues, labour, COGS and other expenses

LEADERSHIP

- Provide leadership to Managers on clinic initiatives such as quarterly focus and business planning
- Provide support and guidance in highly emotional situations in clinics

INFLUENCING

- Communicate effectively and with persuasion with all levels of our team, including veterinary professionals and former clinic owners
- Influence and actively participate in recruitment process for veterinarians, vet technicians and practice/office managers

BUILDS COLLABORATIVE RELATIONSHIPS

- Collaborate with the home office subject matter experts (i.e. marketing, HR, facilities, finance) to share ideas and initiatives that will positively impact patient healthcare
- Liaise as VetStrategy brand ambassador and foster strong relations within the community to drive awareness of, and loyalty to, the clinic through educational initiatives

COMMUNICATION

- Provide guidance to clinic teams on how to maintain high level of service delivery excellence
- Seek input from and provide direction to Managers to maintain organizational efficiencies

CHANGE MANAGEMENT

- Lead change and support execution of new company initiatives
- Lead newly-acquired clinics driven by business growth; be present for on-the-ground transition with employees to support change impacts

COACH & DEVELOP

- Create district retention/succession plans to retain and develop top talent
- Foster positive employee relations within clinic; identify and solve employee relations concerns in conjunction with Practice/Office Manager and escalate to People Team as required
- Guide/mentor Managers in their personal development through formal and informal feedback sessions, performance reviews and individual development plans

Qualifications:

- Minimum of 5 + years of multi-unit management experience required, including experience managing 2 or more locations
- As this is a field-based role, ability to travel within assigned district on a daily basis, including occasional overnight travel
- Proven ability to build relationships with peers, home office stakeholders and field team to positively impact business decisions
- High degree of comfort in facilitating workshops and presentations to internal and external stakeholders
- Possesses excellent communication skills and strong coaching/development skills
- Able to successfully lead change and adapt to changing priorities
- Maintains high level of customer focus, leadership and influencing ability
- Completion of postsecondary education is an asset
- Experience in veterinary industry is an asset