

Position Title: Manager, Operational Excellence

About the Position: Bush Veterinary Neurology Service (“BVNS”) has an exciting and rewarding career opportunity for a Manager, Operational Excellence.

This role is responsible for supporting the ongoing planning, development, and implementation of operational excellence strategies across all BVNS locations. This is accomplished by being an ambassador for BVNS’s Core Values and serving as a liaison and teacher to our five locations.

Specifically, this position works closely with our Team Leads to coach and continually develop their leadership skills. This position will work with all team members to constantly evaluate the needs of our teams and opportunities for process improvement. Finally, this position will work with the Administrative team to develop and promote company goals.

Success in this position will be achieved by performing these three essential tasks in concert to drive the long-term strategic growth of BVNS. The position will serve as a leadership role in establishing a roadmap toward the creation of a high-performance work culture.

About the Successful Candidate: The right candidate is an impact leader with a track record of performance. The skills that will best serve the candidate in this position include:

Operational Excellence:

- The ability to evaluate processes and workflows at all BVNS locations and seek out improvements.
- The ability to prioritize initiatives based on importance using sound time management.
- Demonstrating “big picture” thinking by involving others to consider entire range of factors which help and hinder key processes.
- Creating a team environment of empowerment, accountability, and commitment for reaching operational excellence goals.
- Creating and building operational excellence culture through inclusion, engagement, communication, and celebration.
- Building and maintaining trust and credibility with employees at all levels demonstrating BVNS core values and principles.

Leadership Development

- The ability to develop location leadership to employ similar skills in evaluating processes and workflows for improvement, while also managing day to day responsibilities.
- The ability to coach Team Leads and develop soft skills, so that they can serve as the front-line leader for location issues and team development.

Communication

- Using knowledge of personalities and team dynamics to effectively solve problems and facilitate change.
- Using active listening and discussion skills to identify issues, ensure understanding and facilitate problem-solving.
- Acting as communication liaison between all BVNS locations, including Administrative office.

- Promoting a culture of learning through excellent communication and coordination between teams.
- Promoting and sharing best practices across all BVNS locations.

Reports to: CEO

Required Experience/Education:

- Bachelor's degree in Business, Management, Education or related field
- 3-5 years of experience in organizational development and coaching team
- Experience managing multiple direct reports

Additional Preferred Experience:

- Previous experience in veterinary industry a plus
- Previous experience working with multiple locations a plus
- Knowledge in continuous improvement methodologies (Six Sigma, etc.) a plus

Additional Requirements:

- The ability to travel to all BVNS locations.