



Operations Manager

Greater Sacramento, CA area (headquarters in Folsom, CA)

Full Time (40+ hrs./week); salaried position; hybrid may be considered; manages the operations of multiple veterinary hospitals operating Monday through Saturday; occasional evening and weekend events

Target hiring salary range \$145,000-\$160,000, depending on experience, plus exceptional total compensation package!

Animal ONE® is a 100% employee-owned veterinary practice group where you can be successful, create happiness, advance your career, and build wealth! We are looking for a results-oriented Operations Manager who would like to assist Animal ONE® in becoming the most desired veterinary employer and provider in the United States!

Key Responsibilities:

The Operations Manager is a senior, multi-site leadership role responsible for overseeing the operational performance, people management, and business execution of multiple Animal ONE hospital locations. This role ensures operational consistency, financial stewardship, compliance, and leadership development across hospitals while supporting a high-quality patient and client experience. The Operations Manager directly supervises hospital-level leaders, including Office Managers and Practice Managers (where applicable), and partners closely with Medical Directors to ensure alignment between operational and medical priorities.

Multi-Site Operational Leadership

- ✓ Oversee and be accountable for the successful day-to-day operations of multiple Animal ONE hospitals.
- ✓ Ensure consistent implementation of policies, procedures, and operational standards / Standard Operating Procedures, identify operational gaps and implement corrective action plans, and support hospital leaders in prioritizing workflow efficiency and resource utilization.
- ✓ Ensure alignment between hospital operations and organizational goals. Plan and monitor / report on Key Performance Indicators and Goals/Objectives.
- ✓ Oversee vendor management and oversight of vendor/contractor contracts and service agreements, and working with vendors/contractors on issues)
- ✓ Ensure identification of technology needs and proper implementation and management of technology used at Animal ONE headquarters and hospital locations, evaluation and manage system implementation, manage website hosting, and manage digital marketing in accordance with executive leadership / marketing goals/objectives and plans. Work collaboratively with headquarters centralized technology officers and staff and ensure organizational-wide compliance with policies, procedure, laws, regulations and best practices.
- ✓ Oversee human resources management, including PM & overall employee hiring, evaluation, discipline of staff, Annual Performance Evaluation, maintenance of the Employee Handbook (policies and procedure manual) and Standard Operating Procedures manual, New Employee Orientation and employee onboarding materials and practices,
- ✓ Oversee new hospital construction management and act as the organization's representative with construction project managers to ensure construction is progressing according to approved plans and is on-budget and on-schedule, review/approve change orders, etc.

Leadership, Supervision & Development

- ✓ Directly supervise and develop Office Managers and Practice Managers and provide oversight of hospital human resources management, including recruitment, hiring, evaluation, discipline, coaching, and training of all hospital personnel, investigation of personnel issues and implementation of corrective actions, and partnering with headquarters centralized human resources officers and staff.
- ✓ Provide coaching, feedback, and performance evaluations aligned with Animal ONE's service delivery model, policies, Defining Principles, and Standard Operating Procedures.
- ✓ Hold leaders accountable to performance expectations, behaviors, and results.
- ✓ Support succession planning and leadership development pipelines.
- ✓ Address performance issues promptly with clear documentation and guidance

Financial & Business Operations

- ✓ Oversee / manage budget development, monitoring and reporting; identify and graphically represent attainment of daily, monthly and annual financial goals and objectives; and ensure all business processes and policies support efficient financial operations in accordance with all applicable laws and regulations
- ✓ Partner with executive leadership, headquarters centralized financial officers and staff and hospital leadership on budgeting, forecasting, and financial performance.
- ✓ Monitor hospital financial metrics, including labor efficiency, revenue performance, and expense control.
- ✓ Support leaders in managing staffing models, schedules, and productivity.
- ✓ Identify opportunities for cost control, waste reduction, and operational improvement.
- ✓ Oversee inventory management, pricing, ordering, and compliance with Generally Accepted Accounting Principles and finance-related laws and regulations.
- ✓ Support ESOP education and reinforce shared financial accountability.

Compliance, Risk and Facilities Development, Maintenance and Oversight

- ✓ Ensure hospitals comply with applicable employment, safety, and operational regulations.
- ✓ Manage Cal-OSHA compliance as the Animal ONE Safety Officer, including ensuring the execution and documentation of monthly safety meetings, incident reporting, and safety plan development, maintenance and communications with staff.
- ✓ Manage ne hospital construction management by working with Construction PM to ensure construction plan is going according to schedule, review/approve change orders, etc.
- ✓ Oversee facilities standards, maintenance planning, and vendor relationships across hospitals.
- ✓ Escalate facility or operational risks appropriately and ensure resolution.
- ✓ Ensure compliance with facility contracts and agreements and communicate with property management firms and property owners.

Client, Patient and Team Experience

- ✓ Ensure operational systems support a high-quality client experience across hospitals.
- ✓ Support leaders in handling escalated client concerns when needed.
- ✓ Promote a culture of professionalism, accountability, and psychological safety.
- ✓ Reinforce Animal ONE's Defining Principles in all leadership actions.

Qualifications:

- ✓ A bachelor's degree in business (or a related field). Master's degree preferred.
- ✓ At least seven (7) years' experience as Operations Manager, General Manager, or related position for a multi-location organization.

You are a great fit if you have ...

- ✓ Proven leadership experience in multi-site operations, healthcare, or veterinary environments.
- ✓ Demonstrated ability to lead and develop managers.
- ✓ Strong operational, financial, and analytical skills for a multi-location organization.
- ✓ Demonstrated financial leadership, including budget development, monitoring and reporting, and ensuring compliance with GAAP, separation of duties, and applicable tax and financial laws/regulations
- ✓ Demonstrated analytical skills and fact-based decision-making, including data collection and analysis, compilation of findings, determination of root causes of issues, formation of recommendations, and planning/implementation of solutions.
- ✓ Working knowledge of applicable laws, regulations and best practices for a multi-location veterinary practice group or other organization, including HR laws/regulations, finance and tax laws, and compliance with Cal-OSHA safety requirements
- ✓ Ability to manage competing priorities and meet deadlines, goals, and objectives.
- ✓ Strong communication, coaching, and decision-making capabilities.

What to do next:

If this sounds like a great opportunity, we'd love to hear from you! Just complete the contact form on our Careers page. We will contact you to learn more about you and answer any of your questions.

Animal ONE is an equal opportunity employer and makes employment decisions based on merit.