



*...because it's never too late for a new beginning!*

**Position Title:** Chief Operating Officer

**Job Type, Classification:** Full-time, Exempt

**Reports To:** Chief Executive Officer

**April, 2026**

## OVERVIEW

Muttville is seeking an accomplished, mission-driven Chief Operating Officer to join our Senior Leadership Team at a pivotal moment in our organization's growth. This is a rare executive opportunity to help shape the future of one of the most innovative and recognized senior dog rescue organizations in the country — an organization known for the joy at the heart of its work, its bold thinking, and its proven ability to create new beginnings for dogs once considered unadoptable.

With a new state-of-the-art campus, thriving programs, and a deeply committed community behind us, Muttville is entering a transformational chapter. We are poised to expand what is possible for senior dogs, deepen our influence across the animal welfare field, and strengthen the bond between people and animals in meaningful, lasting ways. The COO is the driving force behind turning that ambition into reality.

This role demands a seasoned executive who partners closely with the CEO to build the focus, structure, and organizational alignment that make bold progress possible. The ideal candidate brings a track record of leading high-performing teams, navigating complexity with confidence, and inspiring people toward shared goals with clarity, accountability, and genuine heart. If you are a leader who thrives at the intersection of strategic vision and operational excellence — and who wants that work to matter deeply — Muttville is where you belong.

## ABOUT MUTTVILLE

Muttville is a pioneering nonprofit dedicated to rescuing senior dogs — the most vulnerable animals in the shelter system. As California's first senior-dog-focused rescue, we have transformed how the world sees older dogs, making them highly sought-after companions and setting the standard for senior dog rescue nationwide. Since 2007, we have rescued over 14,000 dogs, building lasting impact every day.

Our free-roaming, joyful rescue environment is as innovative as it is compassionate. We recently opened a state-of-the-art campus that allows us to save more dogs than ever while expanding community engagement and education. With a \$10 million annual operating budget and programs spanning adoption, foster care, hospice, and veterinary care — all recognized nationally for their impact, Muttville is a complex, high-performing organization led by people who care deeply about what they do. As we look ahead, we are strengthening our foundation and preparing to expand our reach and extend the Muttville model beyond our current campus.

## WORKING AT MUTTVILLE

We foster an innovative, team-driven culture grounded in optimism, accountability, and a deep commitment to animals and community. At Muttville, creativity and collaboration are expected, and every team member's

contributions are valued. We hold ourselves to a high standard — not because we have to, but because the dogs and people we serve deserve nothing less.

## POSITION SUMMARY

Muttville is seeking an exceptionally experienced and driven Chief Operating Officer to serve as the CEO's primary internal partner and the operational backbone of the organization. This is a senior executive role that demands proven leadership at scale — someone who has built and led high-performing teams, managed complex multi-department operations, and translated ambitious vision into disciplined, measurable execution.

The COO keeps Muttville moving forward with clarity, focus, and heart — turning vision into coordinated action and supporting the people and systems that make our mission thrive. While the CEO sets vision, cultivates external relationships, and serves as the public face of Muttville, the COO ensures the internal engine runs with precision, alignment, and momentum.

This is not an entry point into executive leadership. We are looking for a seasoned operator and people leader who brings deep experience, strong judgment, and the confidence to make consequential decisions — someone who elevates everyone around them and holds the organization to its highest potential.

## WHAT SUCCESS LOOKS LIKE

Success in this role is visible and felt throughout the organization. It looks like a Senior Leadership Team that operates with shared clarity, confidence, and purpose. It is an organization where decisions are made well and at the right level, where accountability is consistent, and where staff feel both supported and challenged to grow. Most importantly, it means more senior dogs rescued, more lives changed, and a stronger Muttville — today and for the long term.

## KEY RESPONSIBILITIES

### CEO Partnership and Organizational Alignment

- Serve as the CEO's most trusted internal partner, maintaining unity of purpose, priorities, core values, and culture across the organization
- Evaluate ideas and initiatives with strategic judgment — determining what should advance, evolve, or be timed differently — and communicate those decisions with clarity and confidence
- Uphold and operationalize the Muttville Method as the organizational compass for decision-making, expectations, and culture

### Strategic and Operational Leadership

- Guide the Senior Leadership Team in setting and executing meaningful short- and long-term goals that advance Muttville's mission and sustainability
- Serves as a driver of alignment and action, leading discussions and connecting cross-functional work and ensuring conversations result in clear direction and follow through
- Translate organizational priorities into clear, actionable plans that drive daily work and measurable outcomes
- Use data, scorecards, and performance metrics to create organizational clarity, track progress, and guide decisions at all levels
- Identify and resolve systemic challenges, helping teams diagnose root causes and coordinate lasting solutions

- Ensure communication practices and operating systems provide consistent visibility into organizational health and performance
- Drive continuous improvement in daily operations and cross-departmental collaboration

### **People Leadership and Team Development**

- Provide executive-level coaching to senior leadership staff, developing them into confident, effective managers who operate from shared tools, rhythms, and accountability structures
- Foster a team culture grounded in trust, curiosity, clarity, and empowered decision-making — one that holds people to high standards while supporting their growth
- Address performance issues with timeliness, directness, and compassion, ensuring the right people are in the right seats
- Model the Muttville Method and core values through every interaction, decision, and communication

### **Organizational Communication and Internal Alignment**

- Lead the preparation and delivery of board reports, all-staff communications, and key organizational messages — ensuring information is shared with context, clarity, and a sense of possibility
- Strengthen shared understanding of organizational priorities, mission, and values across all teams and departments
- Oversee and drive special projects and cross-functional initiatives that advance organizational priorities

### **Human Resources Leadership**

- Lead core HR functions — including hiring, onboarding, performance management, recognition, and, when needed, transitions — in collaboration with our HR PEO and legal counsel
- Ensure job expectations, values, and feedback systems are clearly defined and consistently applied
- Build and maintain organizational structures that strengthen leadership capacity and support sustainable growth

### **Financial and Resource Management**

- Partner with the CEO, Fractional Head of Finance, and Donor Engagement team on budgeting, resource allocation, and stewardship of donor investments
- Oversee expenses with a high standard of transparency and accountability, ensuring every decision advances mission impact and organizational sustainability

### **Volunteer Engagement**

- Champion Muttville's volunteer-powered model as a strategic organizational asset, ensuring staff embrace and maximize volunteer contributions across all departments
- Coach staff in effective volunteer communication, delegation, and appreciation so volunteers feel valued, informed, and deeply connected to our mission

### **External Relations and Industry Leadership**

- Represent Muttville's operational expertise at conferences and professional gatherings, and coach team members to do the same
- Build and sustain peer networks and collaborative relationships with leaders across animal welfare, reinforcing Muttville's role as a trusted, go-to resource in the field

## POSITION REQUIREMENTS

- 7+ years of senior executive or C-suite leadership experience, with a demonstrated track record of leading complex, multi-department organizations
- Proven ability to translate strategy into disciplined execution — using clear plans, data, scorecards, and measurable outcomes to drive organizational performance
- Exceptional people leadership skills, including experience building and developing senior management teams, establishing accountability structures, and navigating complex HR situations with clarity and care
- Masterful communicator with the ability to frame information with context and purpose — fostering trust, understanding, and shared commitment across diverse audiences
- Strong financial acumen, including budgeting, resource allocation, and fiduciary responsibility within a complex organizational context
- Skilled systems and operations builder with a track record of improving processes, communication practices, and cross-functional coordination at scale
- Calm, decisive, and resilient leadership style — someone who brings steadiness and clarity during periods of growth, change, and organizational complexity
- High integrity, discretion, and professionalism, with an unwavering commitment to confidentiality and ethical leadership
- Bachelor's degree required; MBA, MPA, or equivalent advanced degree strongly preferred
- Experience with veterinary teams, practice management, or animal welfare organizations is a plus
- Comfort and sound judgment in discussions involving euthanasia decisions grounded in quality of life, public safety, and responsible risk mitigation
- Genuine enthusiasm for a fast-paced, free-roaming rescue environment and deep alignment with Mutttville's mission to save senior dogs

## SALARY & BENEFITS

The starting salary for this full-time, exempt position is \$180,000 – 225,000, depending on experience.

Mutttville offers competitive salaries and a comprehensive benefits package for regular, full-time employees, including health, dental, and vision insurance; a 401(k) plan with match; life insurance; long-term disability; an Employee Assistance Program; paid time off; a FITNESS SF membership; and support for continuing education.

## TO APPLY:

**TO APPLY:** Please send your cover letter and resume to [jobs@mutttville.org](mailto:jobs@mutttville.org).

**Background Check:** Employment is contingent upon the successful completion of a background check.

**Commitment to Inclusion:** Mutttville is dedicated to fostering an inclusive and diverse workplace. We encourage applicants from all backgrounds to apply.

*Mutttville Senior Dog Rescue · San Francisco, CA · [mutttville.org](http://mutttville.org)*