



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

**Position Title:** Chief Operating Officer (COO)  
**Date:** December 2025  
**To Apply:** Send your cover letter and resume to [jobs@muttville.org](mailto:jobs@muttville.org).

## Overview

Muttville is thrilled to welcome a collaborative, relationship-driven COO to our Senior Leadership Team. This is a rare and meaningful opportunity to guide an organization known for the joy at the heart of its work, its innovation, and its success in creating new beginnings for senior dogs once considered unadoptable.

With a new campus, thriving programs, and a deeply committed community, Muttville is entering a transformational chapter. We are ready to expand what is possible for senior dogs, strengthen our influence across animal welfare, and deepen the connection between people and animals. The COO plays a central role in bringing this progress to life.

This role partners closely with the CEO, helping create the focus, structure, and communication that make meaningful progress both possible and rewarding. It is an ideal opportunity for a mission-driven leader who knows how to align teams, build supportive accountability, and guide people toward shared goals with trust, clarity, and fun.

## About Muttville

Muttville is a pioneering nonprofit dedicated to rescuing senior dogs, the most vulnerable population in the shelter system. As California's first organization focused on older dogs, we have reshaped public perceptions through education, outreach, and storytelling. Since 2007, we have saved more than 13,000 dogs.

Muttville brings joy and new beginnings to senior dogs and the people who love them. Our cage-free shelter provides a home-like, welcoming space where dogs relax, show their personalities, and connect with adopters. Our campus is a vibrant community hub where people come together to learn, volunteer, and share in the magic of senior dogs. Volunteers strengthen every part of what we do and are essential to our success.

## Position Summary

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. Through consistent, aligned practices, the COO fuels the steady momentum that allows Muttville to save more senior dogs and strengthen community connection.

The COO partners closely with the CEO. While the CEO sets the vision, nurtures external relationships, and serves as the public face of the organization, the COO brings the structure, communication, and follow-through that support growth, sustainability, and creates lasting impact for dogs, people, and the larger animal welfare community.

## **Success in This Role**

Success in this role means feeling proud of the clarity, calm, and joy you help bring to the organization. It looks like an empowered team that works well together and is motivated by creating new beginnings for dogs and people. It is a role where the impact is real and measurable, the work is shared and manageable, and the experience is deeply fulfilling.

## **Key Responsibilities**

### **CEO Partnership and Organizational Alignment**

- Serve as the CEO's primary and trusted internal partner, and maintain unity of purpose, priorities, core values, and culture.
- Evaluate ideas and initiatives to determine which should advance, evolve, or be timed differently.
- Uphold the Muttville Method (our operational compass) as a guide for decision-making, expectations, and culture.

### **Strategic and Operational Leadership**

- Guide the Senior Leadership Team in selecting meaningful short- and long-term goals that support the long-term vision.
- Turn organizational priorities into clear, actionable plans that guide daily work.
- Use data to create clarity, track progress, and guide decisions.
- Strengthen decision-making by helping teams identify root causes and coordinate solutions.
- Ensure systems and communication practices provide visibility into performance and organizational health.
- Identify opportunities to improve daily operations and strengthen cross-program and cross-departmental collaboration.

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

- Supervise leadership staff and support their growth as confident, effective managers who operate from shared tools and rhythms, so the organization moves in sync and builds shared momentum together.
- Foster team dynamics grounded in trust, curiosity, clarity, accountability, and empowered decision-making, encouraging staff to try new approaches and exercise sound judgment in service of our dogs, our community, and Muttville's positive reputation.
- Provide coaching and development opportunities that strengthen individual and team performance.
- Model the Muttville Method and core values through thoughtful communication and professionalism.

## **Organizational Communication and Internal Alignment**

- Support preparation for board reports, all-staff meetings, and key communications, ensuring messages and metrics are shared clearly and consistently, fostering understanding, pride, and a feeling of possibility.
- Strengthen a shared understanding of organizational priorities, mission, and values across teams.
- Manage special projects and initiatives as needed to support organizational priorities.

## **Human Resources Leadership**

- Lead core HR functions, including hiring, development, performance management, recognition, and, when needed, transitions, in collaboration with our HR PEO or attorney.
- Ensure that job expectations, values, and feedback systems are clearly communicated.
- Support organizational structures that strengthen leadership capacity and ensure right people, right seats.

## **Financial and Resource Management**

- Partner with the CEO and finance and donor engagement teams on budgeting and thoughtful use of resources and donor sponsorship opportunities.
- Oversee expenses to ensure responsible, transparent decisions that support sustainability and advance the impact our supporters make possible.

## **Volunteer Engagement**

- Champion a volunteer-powered model that expands what Muttville can achieve across the organization, and ensuring staff embrace volunteers as essential partners in sustaining and growing our impact.
- Coach staff in effective communication, delegation, and volunteer appreciation so volunteers feel valued, informed, utilized, and connected to our mission.

## **External Relations and Industry Leadership**

- Coach and prepare team members to present at conferences and professional gatherings, helping showcase Muttville's expertise across the diverse disciplines of our work.
- Contribute to resources and shared learning that deepen understanding of senior dog care, contextual or palliative care, and end-of-life decision making, helping reduce surrenders, empower guardians and veterinary teams, and equip other shelters to make senior dog adoption possible.
- Build and host networking and peer-support opportunities with leaders across the field to strengthen collaboration and reinforce Muttville's role as a trusted leader and go-to resource in animal welfare and sheltering.

## Position Requirements

- **Extensive mission-driven leadership experience**, including five or more years overseeing multi-department operations or programs.
- **Bachelor's degree** required; relevant leadership or management training preferred.
- **Proven ability to translate strategy into execution** using clear plans, data, and measurable outcomes, with strong skill in interpreting metrics and scorecards to guide decisions.
- **Masterful communicator** skilled at framing information with context and purpose so teams understand the “why” before the “how,” fostering trust, clarity, and shared commitment.
- **Strong financial acumen**, including experience with budgeting and responsible resource allocation.
- **Experienced people and culture leader** with a record of developing managers, strengthening accountability, and addressing performance issues with clarity and timeliness.
- **Skilled systems and operations builder** with experience improving processes, communication practices, and cross-team coordination.
- **Calm, adaptable, and resilient leadership style** that supports alignment and steadiness during growth and change.
- **Proactive approach** and willingness to take on special projects and evolving responsibilities as organizational needs evolve.
- **Demonstrated integrity, discretion, and follow-through**, with high professionalism and confidentiality.
- **Experience with veterinary teams or practice management preferred**, with the ability to strengthen collaboration across programs, streamline workflows that support excellent dog care and client experience, and align all teams as equal partners in saving more dogs.
- **Ability and comfort participating in or communicating about euthanasia** decisions using sound judgment grounded in quality of life, public safety, and responsible liability risk mitigation.
- **Comfort and enthusiasm for a fast-paced, cage-free rescue environment, and deep commitment to Muttville's mission and senior dogs.**

## Salary & Benefits

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

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