



ORGANIZATION: American Animal Hospital Association (AAHA)
POSITION: Chief Executive Officer
REPORTS TO: Board of Directors
LOCATION: Lakewood, Colorado (Denver Suburb)

Vision

AAHA seeks to lead the profession in the provision of the highest quality of care for companion animals by improving standards of care, championing accreditation, and supporting our member practices in all aspects of this pursuit.

Mission

AAHA's mission is to:

- Enhance the abilities of veterinarians to provide quality medical care to companion animals.*
- Enable veterinarians to successfully conduct their practices and maintain their facilities with high standards of excellence.*
- Meet the public's needs as they relate to the delivery of small-animal veterinary medicine.*

What is AAHA?

Established in 1933 by leaders in the veterinary profession, AAHA is the only organization to accredit companion animal veterinary hospitals. To become AAHA accredited, companion animal hospitals undergo regular, comprehensive onsite evaluations by AAHA veterinary experts who

evaluate each practice on more than 900 standards of veterinary care. Today, more than 4,500 practice teams (12%–15% of veterinary practices in the United States and Canada) are AAHA accredited or pre-accredited.

AAHA is the only exclusive companion-animal veterinary association, serving nearly 50,000 individual veterinary providers, including veterinarians, technicians, managers, client service specialists, and others. AAHA is also the only organization that accredits veterinary practices in the US and Canada. During the association's 80 years, its mission has remained the same: provide veterinary professionals with resources to effectively manage their businesses and deliver the best in companion-animal care. AAHA is the leader in developing benchmarks of excellence, business practice standards, informative publications, treatment guidelines and educational programs designed to help companion-animal practices thrive.



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For more information regarding AAHA please visit www.aaha.org.

The Opportunity

Today, the biggest challenge for all veterinary practices is to keep on top of an array of fast changing trends. How does a veterinarian provide quality medical care in a field with changing standards, new drugs, innovative therapies and treatments? How can a practice be managed successfully in a changing labor market? Is technology and other infrastructure needs affordable? How will corporate acquisitions reshape the field and the profitability of independent practices?



The one given is that the public wants high quality care for companion animals and has accelerating expectations regarding the customer service they expect as this care is delivered.

AAHA is uniquely qualified to lead the veterinary profession in the provision of quality care for companion animals by improving standards of care, championing accreditation of hospitals and supporting member practices.

Candidate Profile

AAHA seeks a leader who is passionate about high quality care for companion animals and will avidly advocate for accredited veterinary practices. This individual has a passion for membership organizations and advancing the success of members. This leader will be a tireless advocate for AAHA's vision and mission.

Key skills and attributes include:

- **Leadership and Vision.** Provides leadership and support to the Board, staff, and partners, in achieving the association's mission and results. Is nimble and effective in implementing organizational change in response to the changing market forces of a dynamic membership organization. This is a high-profile, high-energy position, requiring a dynamic individual who is comfortable working with a wide variety of constituents and interests. The CEO must embody the highest ethical standards, and demonstrate a commitment to the mission, vision and values of AAHA.
- **Relationships.** Builds strong and sustainable relationships that translate into successful partnerships, strategic collaborations and membership growth. Creates excitement for the association's programs and initiatives. Politically adept and comfortable with complexity and ambiguity.
- **Business acumen.** Establishes goals and quantifiable objectives, runs a fiscally sustainable organization, brings mission criteria and financial rigor to opportunity assessment, and leads a strong executive team that builds and executes a multi-year strategic plan to grow the impact and results of the organization. Is accountable for AAHA's organizational results. Sets high ethical standards for the organization's operations.

Duties and Responsibilities

- Oversees development and implementation of the association's strategic and annual operating plans. These plans will define the future direction and impact of AAHA. Ensures quality, coordination and alignment of all programs, services, activities, and



initiatives. Establishes metrics for performance and is responsible for AAHA's annual operating results and financial performance.

- Champions effective and growing membership programs that are market responsive and meet the evolving needs of veterinarians, their teams and the companion animals they serve.
- Works to strengthen and grow the human capital of this association, through ongoing staff development. Recruits, develops and rewards a strong and effective executive management team. Builds the bench strength of the organization and creates succession opportunities for staff. Manages, coaches and mentors the executive team.
- Supports the Board's development as the strategic, governing body for AAHA. Identifies and develops issues for Board review, discussion, input and action. Helps the Board maintain an effective nominating process and provides thorough orientation for new Board members. Advocates and supports the Board's self-study, evaluation and performance.
- Assesses organizational capacity to implement strategies, identifies gaps in systems and staffing, and develops plans for correction, contingency and succession; anticipates factors accelerating or impacting success.
- Builds, maintains, and leverages relationships with diverse constituents, including members, corporations, sponsors, other associations and nonprofit organizations.
- Elevates the association's presence and image in North America. Acts as the spokesperson serving as AAHA's public face representing the organization to the media, partners and a broad range of constituents. Employs an inclusive, collaborative style of communication and is an authentic, active listener.
- Maintains stewardship and accountability for the organization's overall operational, ethical, and fiduciary integrity, within the guidelines and policies set by the Board and applicable laws and/or regulations.

Qualifications

This individual will demonstrate a career path of progressive leadership and management experience in the nonprofit, association, corporate

and/or government sectors. They have experience leading and directing complex organizations with varied internal and diverse external constituencies. The ideal candidate will have a background that includes high-level decision-making and implementing best organizational practices. Highly qualified candidates will have experience in professional associations.

This individual is results and growth oriented and will demonstrate success in operating a financially sustainable organization. This executive has experience mentoring teams, and refining structures and systems to support an organization's operating results.

The successful candidate values collaboration and has experience building durable relationships with members, partners, sponsors, stakeholders and constituencies.

As the key spokesperson for AAHA, this individual must have strong verbal and written communication skills.

To confidentially apply, please submit a current resume and letter of introduction to Kittleman & Associates at <https://ww2.kittlemansearch.com/Jobs>

AAHA is an Equal Opportunity Employer and values a diverse workplace.

