**Rachel Long**

510-213-2921 | rachelalong@gmail.com

**Non-Profit Operations Executive**

*20 years using operations to change the world*

Seasoned operations expert with experience leading non-profit organizations at all levels. Track record of success in creating and optimizing systems for durable non-profit operations. Deep experience managing staff, volunteers, and partners, and all of the HR complexity that entails. Passion for delivering visible, positive impact in the community. Strong desire to work with people who show up every day committed to changing the world.

**Key Skills:**

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| * + Non-profit operations management
	+ Strategic planning and implementation
	+ Financial planning and administration
 | * + Cross-functional leadership
	+ Risk management
	+ Staff planning and management
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**Professional Experience**

**Operations Consultant**,*Berkeley Playhouse*, Berkeley, CA 2019 – Present

Running special projects for regional theatre and school, including operational risk-assessment, resource planning, special event administration, and staffing strategy.

**Vice President of Veterinary and Canine Operations,** *Guide Dogs for the Blind*, San Rafael, CA 2015 - 2019

Oversaw all aspects of animal welfare for 75 year-old organization, including staff of 50+, two veterinary clinics, kennel operations, and a client services call center serving 2,500 clients per year. Executive team member responsible for collaborative development of annual strategic plan. Managed $6M+ departmental budgets. Developed and implemented strategic departmental initiatives. Supported cross-functional initiatives, such as the move to Salesforce, building a new puppy center, and the development of a more collaborative culture.

**Director of Operations,** *East Bay SPCA*, Oakland/Dublin, CA 1999 – 2006

Began as a volunteer coordinator, but ultimately oversaw operations of two animal shelters, two spay neuter clinics, a veterinary clinic, IT, facilities, and a staff of 50. Established and grew deep partnerships with local recue groups to reduce euthanasia. Created programs such as East Bay Pit Fix, Feral Fix, Paws to Consider, a public dog training program and Pit Bull Hall, many of which continue to save animal lives today.

**Education and Credentials**

**Master of Business Administration – Non-Profit Management |** *Haas School of Business, UC Berkeley*

**Bachelors of Arts – ​Mathematics, Economics |** *UC Santa Cruz*

**Volunteer Experience**

**Treasurer, New Member Coordinator, Meet Official** – *Piedmont Swim Team*, Piedmont, CA, 2012-Present

**After-School Enrichment Coordinator** – *Wildwood Elementary*, Piedmont, CA, 2012-2015

**Veterinary Technician** – *Fix our Ferals* (Non Profit), Richmond, CA, 2012-2015

**President of the Board** – *Linda Beach Preschool*, Piedmont, CA, 2009-2010

**Vice President** – *Twins by the Bay*, Oakland, CA, 2007-2013