



Engagement Manager, Atlantic

Date: May 27, 2026

Position: Permanent, Full-Time

Location: New Brunswick, Nova Scotia, Prince Edward Island, and Newfoundland and Labrador.

Join the Canadian Queer Chamber of Commerce (CQCC) in championing the economic empowerment of 2SLGBTQI+ businesses across Canada.

Established in 2003, the Canadian Queer Chamber of Commerce is a trusted partner linking 2SLGBTQI+ businesses in Canada to the wider business community. The CQCC fosters economic growth by supporting and nurturing 2SLGBTQI+ businesses, entrepreneurs, students and allies, and by helping Canada's corporate bodies connect with the 2SLGBTQI+ business community. A leader in inclusive procurement, the CQCC is also the certifying body in Canada for 2SLGBTQI+ businesses.

Engagement Manager, Atlantic

The Engagement Manager, Atlantic is responsible for leading regional outreach, engagement, and membership growth activities with prospective and current 2SLGBTQI+ business members across Atlantic Canada, including New Brunswick, Nova Scotia, Prince Edward Island, and Newfoundland and Labrador. Reporting to the Director of Growth and Engagement, this role focuses on building relationships with entrepreneurs, small- and medium-sized businesses, regional corporations and municipalities, regional chambers, ecosystem partners, community organizations, and other stakeholders to strengthen CQCC's reach and impact in the region. The role is proactive and relationship-driven, with a focus on increasing awareness of CQCC, growing participation in CQCC membership and supplier diversity initiatives, and ensuring 2SLGBTQI+ businesses are connected to relevant programs, resources, events, and opportunities.

The role's purpose is to:

- Lead regional engagement and outreach activities to grow CQCC's network of 2SLGBTQI+ business members in Alberta, Saskatchewan, Manitoba, and NWT;
- Identify, cultivate, and support prospective members through the membership and supplier diversity engagement process;
- Build strong relationships with entrepreneurs, SMEs, local and regional corporations and municipalities, ecosystem partners, chambers, community organizations, and other regional stakeholders;
- Promote CQCC programming, resources, events, and supplier diversity opportunities to 2SLGBTQI+ businesses;
- Represent CQCC at regional events, conferences, meetings, and community-based activities;
- Gather regional insights and member feedback to inform CQCC programming, engagement, and service delivery; and
- Contribute to membership growth, retention, and regional visibility in alignment with CQCC's strategic priorities.

CORE ACCOUNTABILITIES

Regional Engagement and Membership Growth

The Engagement Manager leads regional outreach and engagement efforts to grow CQCC's membership base and strengthen relationships with 2SLGBTQI+ businesses across Alberta, Saskatchewan, Manitoba, and NWT.

- Develop and execute regional engagement strategies to grow CQCC's network of prospective and current 2SLGBTQI+ business members;
- Identify and engage entrepreneurs, SMEs, and business owners who may benefit from CQCC membership, programming, and supplier diversity opportunities;



- Guide prospective members through the engagement process, from awareness and inquiry to membership participation;
- Promote the value of CQCC membership, including access to programming, business supports, networking, certification pathways, and procurement-related opportunities;
- Track outreach activities, prospects, member engagement, and conversion progress through CQCC's CRM and related systems;
- Support annual membership growth, engagement, and revenue targets for the Atlantic region; and
- Maintain a strong regional presence through consistent outreach, follow-up, and relationship-building activities.

Supplier Diversity Engagement

The Engagement Manager supports awareness and participation in CQCC's supplier diversity work by helping 2SLGBTQI+ businesses understand the value of certification, procurement readiness, and inclusive supply chain opportunities.

- Promote CQCC's supplier diversity program to eligible 2SLGBTQI+ businesses across the Atlantic region;
- Support prospective businesses in understanding supplier diversity, certification requirements, and the benefits of participation;
- Identify businesses that may be ready for supplier diversity opportunities and connect them to appropriate CQCC resources and supports;
- Deliver or support presentations, information sessions, and outreach activities related to supplier diversity and inclusive procurement;
- Collaborate with internal teams to ensure prospective and current members are connected to relevant supplier diversity programming;
- Gather feedback from businesses regarding barriers, needs, and opportunities related to procurement and business growth; and
- Contribute to regional strategies that increase participation in CQCC's supplier diversity ecosystem.

Relationship Management and Ecosystem Development

The Engagement Manager builds and maintains relationships with regional stakeholders who support 2SLGBTQI+ entrepreneurship, business development, and inclusive economic growth.

- Build and maintain relationships with regional chambers, entrepreneurship organizations, community partners, government agencies, business associations, and ecosystem stakeholders;
- Develop referral pathways and collaborative relationships that support membership growth and regional engagement;
- Maintain open and effective communication with prospective and current members before, during, and after engagement activities;
- Establish strong working relationships with ecosystem partners to identify opportunities for collaboration, outreach, and regional visibility;
- Represent CQCC at external meetings, events, conferences, and community activities as a regional ambassador;
- Support regional event attendance and engagement opportunities that increase awareness of CQCC; and
- Maintain trust-based relationships that contribute to long-term engagement, retention, and member satisfaction.

Programming, Events, and Member Support

The Engagement Manager connects prospective and current members to relevant CQCC programming, resources, events, and opportunities that support business growth and community connection.

- Promote CQCC programming, events, resources, and initiatives to prospective and current members in the Atlantic region;



- Support member participation in relevant programming, networking opportunities, business development activities, and supplier diversity initiatives;
- Collaborate with internal teams to ensure programming reflects regional needs, industry context, and member feedback;
- Provide tailored support and guidance to businesses based on their goals, stage of development, and areas of interest;
- Assist with regional event planning, outreach, attendance, and follow-up as required;
- Gather insights from members and partners to inform programming, communications, and engagement strategies; and
- Ensure members are aware of opportunities for visibility, connection, learning, and business development.

Reporting and Strategic Insights

The Engagement Manager tracks regional activity, member engagement, and ecosystem trends to support planning, reporting, and decision-making.

- Track outreach, engagement, membership activity, supplier diversity prospects, regional opportunities, and stakeholder feedback;
- Use CQCC's CRM and related systems to document engagement activity and maintain accurate records;
- Provide regular updates on regional activities, member needs, partnership opportunities, and emerging trends;
- Prepare reports, updates, presentations, and briefing materials as required;
- Monitor progress against regional engagement, membership, and outreach goals;
- Identify barriers and opportunities affecting 2SLGBTQI+ businesses in the Atlantic region; and
- Share insights with internal teams to support continuous improvement and regional strategy.

Problem Solving and Ownership

The Engagement Manager analyzes and solves day-to-day issues to support smooth engagement, strong relationships, and effective regional delivery.

- Identify opportunities to improve regional engagement, membership outreach, and business development processes;
- Problem-solve complex engagement scenarios, consulting with internal teams where needed;
- Resolve issues in accordance with CQCC's standards, practices, and procedures;
- Manage competing priorities, regional travel, events, stakeholders, and member needs effectively;
- Identify alternative solutions to day-to-day challenges and select approaches that support positive outcomes;
- Escalate risks, barriers, or sensitive stakeholder matters as appropriate; and
- Contribute to a supportive, collaborative, and empowering work environment.

CQCC and Personal Advocacy

The Engagement Manager demonstrates personal leadership by supporting CQCC's mission, values, and commitment to inclusive economic growth for 2SLGBTQI+ entrepreneurs and communities.

- Ensure engagement activities and member support align with CQCC's strategic direction, mission, and values;
- Act as an ambassador for CQCC and its role in advancing 2SLGBTQI+ economic empowerment;
- Stay informed about CQCC programming, priorities, and services to effectively speak to the full range of organizational offerings;
- Seek performance input from the Director and internal team members to support ongoing development;
- Contribute insights and recommendations that strengthen regional engagement and member experience; and
- Demonstrate professionalism, accountability, cultural competency, and sound judgment when representing CQCC externally.



DESIRED COMPETENCIES & EXPERIENCE

Experience:

- 5+ years of progressive experience in business development, account management, stakeholder engagement, partnership development, or a related role;
- Demonstrated experience driving revenue and achieving/exceeding membership, sponsorship, and/or advertising targets with various levels and sizes of allied businesses;
- Demonstrated experience building and managing relationships with corporate partners, sponsors, or institutional stakeholders;
- Experience working across multiple regions or managing geographically dispersed portfolios;
- Background in business development roles within the not-for-profit, economic development, or supplier diversity sectors is a strong asset;
- Experience supporting entrepreneurs, equity-deserving communities, or equity-driven economic initiatives is highly valued.

Competencies:

- Strong relationship-building and consultative engagement skills, with the ability to drive revenue to the organization while cultivating trust-based, long-term partnerships;
- Proven ability to communicate value propositions clearly and effectively to a range of audiences, including corporate executives, allies, entrepreneurs, and community partners;
- Strategic thinker with the ability to translate organizational priorities into actionable business development and engagement strategies;
- Excellent written and verbal communication skills, including comfort with presentations, briefings, and facilitation;
- Strong organizational and time-management skills, with the ability to manage multiple priorities and partner relationships simultaneously;
- Proficiency with CRM systems, partnership tracking tools, and standard business software (Microsoft Office / Microsoft 365 / Microsoft Dynamics);
- Experience using data, feedback, and metrics to inform engagement strategies and reporting;
- Willingness and ability to travel within Canada as required, including evenings and weekends;
- Fluency in French and English is a strong asset.

Collaboration & Ways of Working

- Ability to work cross-functionally with programming, communications, and operations teams to align partner engagement with organizational goals;
- Comfortable working independently while contributing to a collaborative, values-led team environment;
- High degree of professionalism, discretion, and accountability when representing the organization externally.

Equity, Inclusion & Values Alignment

- Demonstrated commitment to equity, inclusion, and community-centered approaches to economic development;
- Lived experience as a 2SLGBTQI+ person, or a strong track record of working in solidarity with diverse and equity-deserving communities, is considered an asset;
- Cultural competency and emotional intelligence, with the ability to navigate complex stakeholder relationships thoughtfully and respectfully.

Terms



This is a full-time position responsible for engagement across the Atlantic region, including New Brunswick, Nova Scotia, Prince Edward Island, and Newfoundland and Labrador. Regular travel within the Atlantic region and occasional travel across Canada is required to support events, meetings, member engagement, and organizational commitments.

Compensation

Salary will be based on skills and experience, within the annual earnings range of \$70,000-\$85,000. Additional benefits round out the compensation package, including group benefit plan coverage, annual vacation, and a generous public holiday schedule including paid time off between Christmas Day and New Year's Day.

Applications

Applications will be reviewed on a rolling basis until the position is filled.

The CQCC strives to foster an inclusive workforce and is committed to applying principles of equity throughout the recruitment and hiring process. Members from equity-deserving groups are especially encouraged to apply and to self-identify. All qualified applicants will be considered. If you require accommodations for any part of the recruitment and hiring process, please contact Human Resources, at HR@Queerchamber.ca