



Manager, Business Systems

Date: May 27, 2026

Position: Permanent, Full-Time

Location: Toronto, ON (Hybrid), Ottawa ON, Vancouver BC

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.

Manager, Business Systems

The Manager, Business Systems, reporting to the Director of Programming, is responsible for managing, optimizing, and improving CQCC's core business systems, including Dynamics 365, Monday.com, Good Grants, Hivebrite, and related platforms used to support client relationships, program delivery, grant administration, reporting, and internal collaboration. This role serves as a key internal systems partner, helping teams use technology, data, workflows, and automation to improve consistency, visibility, decision-making, and operational efficiency.

The role's purpose is to:

- In collaboration with the IT Manager and external development partners, lead and serve as the primary owner and administrator for Dynamics 365 and other business systems used across CQCC;
- Maintain and improve system configurations, workflows, forms, dashboards, automations, integrations, and reporting tools;
- Support clean, accurate, and structured data to strengthen forecasting, pipeline tracking, client/member records, and leadership reporting;
- Analyze current workflows and identify opportunities to streamline, standardize, and improve processes across departments;
- Build reports, dashboards, KPIs, and system insights to support operational and strategic decision-making;
- Train and support staff in the effective use of CQCC's business systems, tools, and processes; and
- Lead continuous improvement initiatives that strengthen system adoption, data integrity, collaboration, and organizational efficiency.

CORE ACCOUNTABILITIES

Business Systems Administration

The Manager, Business Systems oversees the administration and ongoing maintenance of CQCC's core business systems, ensuring platforms are configured, structured, and maintained to support organizational and member needs:

- In collaboration with the IT Manager and external development partners, lead and serve as the primary owner and administrator for Dynamics 365 and related business platforms;
- Maintain system configurations, workflows, forms, dashboards, fields, permissions, records, and user settings;
- Support the effective use of Monday.com, Good Grants, Hivebrite, and other platforms regularly used by CQCC;
- Monitor system performance, user needs, and operational issues, escalating technical matters as required;



- Maintain organized system structures that support client relationships, program delivery, reporting, and internal collaboration; and
- Work with the IT Manager, vendors, and external support providers to resolve system issues and maintain effective platform operations.

Workflow, Automation, and Process Improvement

The Manager, Business Systems leads improvements to workflows, automations, and business processes to reduce duplication, improve consistency, and strengthen organizational efficiency:

- Analyze current workflows and identify opportunities to streamline and standardize processes across departments.
- Design and maintain automations, templates, boards, dashboards, workflows, and intake processes within CQCC's systems;
- Use Power Automate and related tools to support process automation, system efficiency, and improved user experience;
- Lead continuous improvement initiatives that improve project tracking, task management, collaboration, visibility, and accountability;
- Partner with departments to understand pain points and translate business needs into practical system solutions; and
- Recommend process changes, system enhancements, and workflow improvements that support organizational priorities.

Data Management, Reporting, and Business Intelligence

The Manager, Business Systems supports the production of clean, accurate, and usable data across CQCC's systems, enabling leadership and departments to access meaningful insights for planning, reporting, and decision-making:

- Maintain clean, accurate, structured, and reliable data within Dynamics and related systems;
- Support forecasting, pipeline tracking, client/member records, program data, and other business-critical information;
- Build and maintain reports, dashboards, KPIs, and data visualizations for leadership and departmental decision-making;
- Use Power BI and related reporting tools to transform system data into clear operational insights.
- Identify data quality issues, reporting gaps, and opportunities to improve data capture and reporting consistency; and
- Support departments in using data to monitor progress, evaluate performance, and inform planning.

Systems Integration and Tool Optimization

The Manager, Business Systems supports the integration and optimization of CQCC's software ecosystem, ensuring tools work together effectively and continue to meet organizational needs:

- Support integrations between Dynamics, Monday.com, Good Grants, Hivebrite, and other client or program management tools;
- Work with the IT Manager and relevant vendors to support system integration, troubleshooting, and enhancement work;
- Evaluate new tools, system features, and platform enhancements, providing recommendations to leadership as needed;
- Support the implementation of new systems, features, automations, or process changes;
- Ensure tools are configured to support cross-departmental visibility, collaboration, and reporting; and
- Maintain awareness of system capabilities and recommend improvements that increase efficiency and user adoption.

Training, Documentation, and User Support

The Manager, Business Systems supports staff adoption and effective system use through training, documentation, troubleshooting, and practical guidance.

- Train staff on system best practices, workflows, reporting tools, and platform functionality;



- Create and maintain SOPs, user guides, templates, process maps, and system documentation;
- Provide ongoing user support and troubleshooting for Dynamics and other business systems;
- Lead adoption strategies for new tools, workflows, automations, and process improvements;
- Support departments in optimizing their use of platforms based on their operational needs; and
- Promote consistent system use across teams to improve data quality, accountability, and collaboration.

Managing Relationships

The Manager, Business Systems builds strong working relationships across CQCC to understand departmental needs, prioritize system requests, and support effective cross-functional collaboration.

- Partner with leadership, department heads, and staff to understand system needs, process challenges, and improvement opportunities;
- Prioritize system requests, enhancements, and roadmap improvements in collaboration with the Director of Programming;
- Facilitate communication between internal users, IT, vendors, and external support providers;
- Support departments in clarifying requirements, documenting workflows, and implementing system changes;
- Maintain strong internal relationships to encourage system adoption and continuous improvement; and
- Provide clear updates to stakeholders on system projects, enhancements, risks, and timelines.

Problem Solving and Ownership

The Manager, Business Systems identifies and resolves system, workflow, and data challenges, supporting smooth operations and improved organizational performance.

- Troubleshoot day-to-day system issues and identify practical solutions;
- Monitor system usage, workflow effectiveness, and data quality to identify areas for improvement;
- Assess the impact of requested changes on users, workflows, data, and reporting;
- Apply sound judgment when prioritizing system fixes, enhancements, and process improvements;
- Escalate technical, operational, or security-related concerns to the appropriate internal or external partners; and
- Take ownership of system improvements from issue identification through implementation, training, and follow-up.

CQCC and Personal Advocacy

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

- Ensure business systems, data practices, and process improvements support CQCC's mission, values, and strategic priorities;
- Contribute to a collaborative, inclusive, and solutions-oriented work environment;
- Demonstrate professionalism, discretion, accountability, and sound judgment when handling organizational data and system access;
- Stay informed about CQCC's programs, priorities, and operational needs to ensure systems remain aligned with business requirements;
- Seek feedback and learning opportunities to support ongoing professional development; and
- Provide recommendations that strengthen CQCC's operational effectiveness, data quality, and system maturity.



DESIRED COMPETENCIES & EXPERIENCE

Education:

- Post-secondary education in business administration, information systems, business analytics, project management, operations, technology, or a related field; or
- An equivalent combination of education, training, and relevant experience.

Experience:

- 3+ years of experience in business systems administration, CRM administration, business analysis, operations, project systems, or a related role;
- Experience administering Microsoft Dynamics 365 or a comparable CRM/business system;
- Experience with Power Automate is strongly preferred.
- Experience with Power BI, dashboard development, reporting, or data visualization is considered a strong asset.
- Experience with Monday.com, Good Grants, Hivebrite, or similar project, grants, community, or client management platforms is considered an asset.
- Strong understanding of workflow design, process improvement, automation, system configuration, and data management;
- Experience maintaining dashboards, forms, workflows, records, automations, templates, and system documentation;
- Demonstrated ability to analyze business processes and recommend practical improvements;
- Strong data management skills, including attention to data quality, accuracy, structure, and reporting integrity;
- Experience supporting forecasting, pipeline tracking, client/member records, or program reporting is considered an asset.
- Strong communication skills, with the ability to translate technical or system concepts into clear guidance for non-technical users;
- Experience creating SOPs, user guides, training materials, and process documentation;
- Strong organizational skills with the ability to manage multiple requests, priorities, timelines, and stakeholders;
- Experience supporting system adoption, staff training, troubleshooting, and change management;
- Previous experience working in a not-for-profit, chamber, association, entrepreneurship, or community-based environment is considered an asset.
- Experience working with 2SLGBTQI+ communities, equity-deserving communities, entrepreneurs, small businesses, or community-based organizations is considered an asset; and
- Fluency in both English and French is considered an asset.

Competencies:

- SERVICE FOCUS – strong commitment to meeting or exceeding the expectations and requirements of internal users, external partners, and organizational stakeholders.
- RELATIONSHIP BUILDING & APPROACHABILITY – ability to build trust, support users with patience and professionalism, and collaborate effectively across departments.
- ORGANIZATION – ability to manage multiple system requests, projects, records, workflows, and priorities while maintaining accuracy and follow-through.
- ACTING WITH INTEGRITY – demonstrated ability to handle sensitive information, system access, and organizational data with discretion, accountability, and attention to detail.
- COMMUNICATING EFFECTIVELY – ability to explain systems, workflows, data, and process changes clearly to varied audiences, including non-technical users.
- ANALYTICAL THINKING – ability to assess workflows, identify patterns, diagnose issues, interpret data, and recommend practical, evidence-informed solutions.
- CONTRIBUTING TO ORGANIZATIONAL EXCELLENCE – commitment to improving how work gets done by applying learning, feedback, technology, and process improvement practices.

**Terms**

This is a hybrid, full-time position based out of CQCC's head office in Toronto, ON. Regular travel to events within the GTA and across Canada is required. Remote candidates based in Ottawa, Vancouver, Montréal, Quebec City, or other major Canadian centres may be considered, provided they are able to meet regular travel expectations and attend in-person meetings, events, and organizational commitments as required.

Compensation

Salary will be based on skills and experience, within the annual earnings range of \$60,000-\$75,000. 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