



Manager, Global Programs

Date: June 1, 2026

Position: Permanent, Full-Time

Location: Toronto, ON preferred; Ottawa, ON, Vancouver, BC or remote within Canada may be considered.

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, Global Programs

The Manager, Global is responsible for supporting the execution, coordination, and delivery of CQCC's Global Program. This role supports Canadian 2SLGBTQI+ businesses in accessing international business opportunities while contributing to CQCC's broader work advancing 2SLGBTQI+ economic empowerment globally.

Reporting to the Director, Programming, the Manager, Global is primarily responsible for the day-to-day coordination of global program activities, including mission logistics, stakeholder communications, delegate readiness, partner engagement, event coordination, project tracking, reporting support, and follow-up activities. The role works closely with global ecosystem partners, government stakeholders, corporate partners, industry associations, NGOs, 2SLGBTQI+ businesses, and internal CQCC teams.

The role's purpose is to:

- Coordinate the delivery of CQCC's Global Program activities, including trade missions, international delegations, stakeholder meetings, learning sessions, and partner engagement activities;
- Support delegate readiness, supplier preparation, mission logistics, travel coordination, and post-mission follow-up;
- Build and maintain strong working relationships with global 2SLGBTQI+ chamber and ecosystem partners;
- Track program activities, outcomes, deliverables, stakeholder engagement, and reporting requirements; and
- Enhance stakeholder participation, visibility, and engagement in CQCC's Global Program

CORE ACCOUNTABILITIES

Program Management

The Manager, Global supports the planning, coordination, delivery, and administration of CQCC's Global Program activities. Specific duties include, but are not limited to:

- Support the planning, coordination, and execution of Global Program events, missions, initiatives, meetings, and stakeholder engagement activities;
- Coordinate day-to-day logistics for international missions, including delegate communications, registration, schedules, venue support, meeting coordination, travel-related planning, documentation, and operational follow-up;



- Support the coordination of international and domestic Global Program activities, including trade missions, market development activities, export readiness sessions, ecosystem meetings, conferences, and partner engagements;
- Assist with the development and delivery of delegate readiness activities, including orientation sessions, briefing materials, supplier preparation resources, market information, participant checklists, and post-mission follow-up;
- Support export readiness and supplier preparation activities by helping businesses understand mission expectations, market opportunities, partner engagement processes, and follow-through requirements;
- Support venue, vendor, hotel, consultant, Embassy, Trade Commissioner Service, and partner coordination for global missions and program activities;
- Assist in identifying international market opportunities, ecosystem partners, and stakeholder engagement opportunities that align with CQCC's Global Program objectives;
- Support partnerships and collaborations with international 2SLGBTQI+ chambers, ecosystem organizations, government stakeholders, corporate partners, NGOs, and industry associations;
- Support the development and delivery of program materials, presentations, meeting agendas, reports, briefing notes, participant resources, and stakeholder updates;
- Track Global Program activities, deliverables, participation, stakeholder engagement, follow-up actions, and project outcomes using CQCC systems and tools;
- Support funding applications, project reporting, reimbursement documentation, budget tracking, and grant-related administration connected to Global Program activities;
- Assist with the coordination of consultants, vendors, facilitators, interpreters, venues, partners, and external resources involved in Global Program delivery;
- Attend and actively engage in stakeholder meetings, events, conferences, missions, and international programming activities;
- Provide comprehensive support for other CQCC programs and initiatives where Global Program participation, coordination, or representation is required; and
- Utilize CQCC CRM and project management tools to track and report engagement activities, partner interactions, participation, and program outcomes.

Managing Relationships

The Manager, Global builds and maintains working relationships with CQCC's internal and external partners, helping these partners accomplish program objectives and contribute to CQCC's strategic goals.

- Build and maintain open and effective communication with CQCC stakeholders, including global ecosystem partners, 2SLGBTQI+ businesses, corporate partners, government representatives, NGOs, industry associations, and community organizations;
- Establish strong working relationships with international 2SLGBTQI+ chamber and ecosystem partners to support CQCC's global mandate;
- Support engagement with the Trade Commissioner Service, Global Affairs Canada, Embassies, Consulates, provincial partners, and other government stakeholders as it relates to Global Program activities;
- Maintain regular communication with participating businesses, mission delegates, partners, funders, consultants, vendors, and external collaborators;
- Provide timely updates, communications, and reports to internal and external stakeholders to maintain transparency, accountability, and engagement;
- Highlight the impact of CQCC's international initiatives by collecting stories, feedback, outcomes, testimonials, and examples of 2SLGBTQI+ economic empowerment;



- Build and maintain effective working relationships with internal teams, including supplier diversity, programming, business development, marketing and communications, partnerships, events, research, finance, and operations;
- Support the Director Programming and Senior Manager, Global by coordinating stakeholder follow-up, preparing background materials, and maintaining accurate relationship records; and
- Represent CQCC professionally and respectfully in domestic and international stakeholder interactions.

Problem Solving & Ownership

The Manager, Global analyzes and solves day-to-day program issues to support smooth and effective Global Program operations.

- Identify opportunities to improve Global Program activities, stakeholder engagement, mission coordination, tracking tools, and partner communications;
- Problem-solve complex program coordination scenarios, consulting with the Senior Manager, Global and other CQCC team members as needed;
- Resolve issues in alignment with CQCC's standards, practices, procedures, and stakeholder expectations;
- Manage internal, external, and geographically dispersed resources to support program delivery;
- Track timelines, deliverables, schedules, stakeholder needs, and follow-up actions to support effective program execution;
- Identify risks, gaps, or delays in program activities and escalate concerns with practical recommendations;
- Contribute ideas and solutions to enhance the effectiveness, accessibility, scalability, and sustainability of CQCC's global initiatives; and
- Take ownership of assigned activities and follow through to ensure timely, accurate, and high-quality delivery.

CQCC & Personal Advocacy

The Manager, Global demonstrates personal leadership by taking ownership of their professional development and contributing to CQCC's mission and strategic direction.

- Ensure delivery of stakeholder and partner engagement activities in alignment with CQCC's strategic direction;
- Demonstrate commitment to CQCC's mission, values, and role in advancing the economic empowerment of 2SLGBTQI+ businesses and communities;
- Seek performance input from the Director, Programming to identify performance gaps and inform professional development;
- Support Global Program team members, partners, and stakeholders by sharing information, providing feedback, and contributing to coordinated delivery;
- Stay informed about global 2SLGBTQI+ economic development, inclusive trade, international development, supplier diversity, and market access trends;
- Act as an advocate for CQCC and the Global Program in stakeholder conversations, meetings, events, and international engagements; and
- Approach global program work with cultural competency, humility, emotional intelligence, and respect for diverse international contexts.

Functional Competencies

The Manager, Global performs duties that are unique to the role:



- Coordinate global missions, trade-related activities, partner meetings, stakeholder briefings, and international engagement opportunities;
- Support trade mission, and international market engagement logistics as assigned;
- Coordinate delegate readiness activities, including supplier preparation, orientation materials, scheduling, and follow-up;
- Support venue, vendor, hotel, consultant, Embassy, and partner coordination for global missions and events;
- Maintain project trackers, stakeholder records, CRM updates, schedules, engagement logs, and reporting documents;
- Support funding administration, including application coordination, report compilation, documentation, reimbursement support, and grant-related tracking;
- Prepare agendas, meeting notes, briefing materials, slide decks, partner updates, and post-event summaries;
- Support, coordinate and execute Export Readiness Programs in partnership with Senior Global Manager;
- Support ecosystem engagement before, during, and after missions or international programming activities;
- Track participation, outcomes, engagement, and follow-up actions related to Global Program activities; and
- Use Microsoft 365, SharePoint, Dynamics CRM, project management tools, and related CQCC systems to support program coordination and reporting.

DESIRED COMPETENCIES & Experience

Education & Experience:

- Post-secondary education in business management, international business, political science, international development, public administration, social sciences, project management, or a related field, or equivalent experience;
- 2+ years of experience in project coordination, program coordination, stakeholder engagement, international programming, business development, or related work;
- Experience supporting international development, trade, market access, or global partnership activities is an asset;
- Experience with government relations, Global Affairs Canada, Trade Commissioner Service, export readiness, or international business programming is an asset;
- Experience supporting partnership development, stakeholder communications, program logistics, or mission coordination;
- Strong communication and relationship-building skills, with the ability to work with a variety of internal and external stakeholders;
- Strong organizational skills and ability to coordinate multiple activities, timelines, and stakeholder needs;
- Strong integrity, credibility, and dedication to CQCC's mission and strategic direction;
- Previous experience working in a not-for-profit, chamber of commerce, business association, international development, or community-based environment is preferred;
- Experience working with the 2SLGBTQI+ community is considered an asset;
- Proficient technology skills using Microsoft 365, SharePoint, Dynamics CRM, project management tools, and collaboration platforms; and
- Fluency in English is required; fluency in French, Spanish, or other languages is an asset.

Competencies:



- SERVICE FOCUS – strong commitment to meeting or exceeding the expectations and requirements of internal and external stakeholders;
- RELATIONSHIP BUILDING & APPROACHABILITY – ability to connect with others, build trust, maintain professionalism, and work respectfully across cultures and communities;
- ORGANIZATION – excellence in managing time, priorities, documentation, logistics, follow-up actions, and competing deliverables;
- PROGRAM COORDINATION – ability to coordinate activities, track deliverables, support events, manage stakeholder communications, and maintain accurate records;
- ACTING WITH INTEGRITY – demonstrated ability to execute, deliver, and follow through on commitments while handling sensitive information appropriately;
- COMMUNICATING EFFECTIVELY – ability to exchange verbal and written information with varied audiences, ensuring mutual understanding of ideas, timelines, and next steps;
- ADAPTABILITY – comfort working across time zones, cultures, stakeholders, and shifting international program priorities;
- PROBLEM SOLVING & JUDGMENT – ability to identify issues, recommend solutions, and escalate concerns appropriately;
- CONTRIBUTING TO ORGANIZATIONAL EXCELLENCE – finding new and better ways of working by applying learning, feedback, and experience; and
- FLUENCY IN ENGLISH is required; fluency in French, Spanish, or other languages is an asset.

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 remote, full-time position based in Canada. Regular travel to events, meetings, conferences, trade missions, and stakeholder engagements across Canada and internationally may be required. Reporting to the Senior Manager, Global, the successful candidate will support the day-to-day coordination, delivery, administration, stakeholder engagement, mission logistics, delegate readiness, and reporting activities of CQCC's Global Program. Candidates based in Toronto, Ottawa, Vancouver, Montréal, Quebec City, or other major Canadian centres are encouraged to apply, provided they are able to meet 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 \$73,500 – \$90,000. 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