

VGH+ CRM Business Solutions Manager

JOB POSTING



VGH + You

The leading charity investing in health care innovation in BC

VGH+
UBC hospital
foundation

As Vancouver Coastal Health's primary philanthropic partner, VGH & UBC Hospital Foundation raises essential funds for VGH, UBC Hospital, Vancouver Coastal Health Research Institute, G.F. Strong Rehabilitation Centre and Vancouver Community Health Services. Donations fund groundbreaking research, world-class health care teams and life-saving treatments for the most complex cases across the province.

VISION

Healthier lives for healthier communities in BC.

MISSION

We create and inspire a community of donors to catalyze health care innovation in BC.

VALUES

Bold

We embrace courage, creativity and forward-thinking, and are catalysts for breakthroughs, positive change and innovation.

Integrity

We are steadfast in our commitment to honesty, trust, maximum impact and stewardship, and operate with purpose and transparency.

Community

We are committed to people and communities, fostering relationships, collaboration and partnerships.

OUR BENEFICIARIES

+Vancouver General Hospital +UBC Hospital +Vancouver Coastal Health Research Institute
+G.F. Strong Rehabilitation Centre +Vancouver Community Health Services

WHY VGH & UBC HOSPITAL FOUNDATION?



+FLEXIBLE WORKING HOURS

Enjoy flexible start and finish times, and compressed summer schedules.

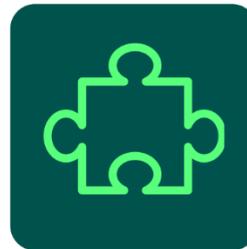


+GENEROUS LEAVE

Benefit from 4 weeks of vacation, 5 personal leave days, and a '9-day fortnight' program.

+PENSION PLAN

Enroll in the Municipal Pension Plan for long-term financial security.



+COMPREHENSIVE BENEFITS

Access health, dental, and extended health benefits, life insurance + more.



+INCLUSIVE CULTURE

Join a diverse and inclusive workplace committed to equity and continuous improvement.



+DEVELOPMENT OPPORTUNITIES

Grow your career with our promotion from within policy and learning resources.





CRM Business Solutions Manager

The Role

The CRM Business Solutions Manager serves as the operational liaison between the Foundation's business units and the CRM team. This role reports directly to the Director, CRM and Decision Support, and does not have direct reports.

The role leads cross-functional alignment between business units and the CRM team to ensure clear decisions, standardized processes, and disciplined adoption of CRM-enabled practices. The Manager builds strong relationships with business leaders to understand their needs, drive business decisions required for CRM design and roadmap priorities and establish and enforce cross-organizational standardization of business processes, rules, and definitions.

The Manager works collaboratively with business leaders across the organization to resolve ambiguity, facilitate decision-making, and ensure CRM solutions align with agreed-upon business standards and fundraising strategy.

This role also leads change enablement efforts to ensure consistent adoption of new and updated CRM-enabled practices. The Manager works with business managers and SMEs to design, develop and update CRM training programs and materials, and delivers CRM training programs for CRM-enabled processes.

This is a 2-year contract position

Key Responsibilities

- Serves as the primary operational liaison between business teams and CRM and Decision Support team
- Leads cross-functional collaboration to understand, define, standardize, and document business processes, definitions, and rules required for CRM effectiveness
- Participates in key operational meetings within the Philanthropy and Campaign, and Community Giving and Engagement Divisions to understand business needs and pain points and translate them into clear decisions and standardized business requirements
- Drives business units to articulate, prioritize, and finalize requirements necessary for CRM configuration and roadmap execution
- Leads change enablement by preparing release notes, coordinating process updates, and ensuring consistent organizational adoption of CRM-enabled practices
- Proactively analyses, identifies, and develops solutions to current and emerging operational issues and/or challenges related to CRM-enabled business processes or that are part of the CRM implementation roadmap
- Proactively seeks opportunities to streamline business processes working across business units leads discussions to secure agreement on necessary business decisions
- Validates that developed CRM solutions align with agreed-upon business standards and strategic priorities through active participation in sprint reviews and user acceptance testing
- Works with business leaders and managers across the organization to ensure new and updated processes are consistently understood, adopted, and followed across all teams
- Influences leaders and teams to align with standardized CRM-enabled processes and organizational data governance principles

What you offer

- Strong decision-making and problem-solving skills
- Ability to document work processes and train others on work processes and procedures
- Strong facilitation skills with ability to guide cross-functional discussions
- Ability to prioritize effectively and meet deadlines in a fast-paced environment with multiple, competing deadlines, and time and resource constraints
- Strong communication skills, particularly in synthesizing business needs
- Previous experience within non-profit and understanding of fundraising business processes would be a strong asset
- Previous experience in CRM training design and delivery is an asset
- Ability to work well in a team environment and independently
- Solution-focused, collaborative, able to maintain a positive attitude including 'benefit of the doubt' thinking

What we offer

The successful candidate can expect a starting salary between **\$87,631** and **\$99,581**, depending on factors such as skills, experience, and internal equity. Once hired, salary is reviewed annually and successful employees have the opportunity for their salary to increase over time up to the maximum of the pay band, currently **\$112,527**.

Additional variable pay (merit/bonus), defined benefit pension plan, extended health and dental benefits for you and your partner/children, flexible working arrangements, four weeks' paid vacation, investment in professional development and subsidized access to transit, fitness, cycling and parking facilities all contribute to a top-notch total rewards package.

To apply

Please send your application to Human Resources via email at careers@vghfoundation.ca by **Sunday March 22, 2026**.

We welcome applications from anyone who is eligible to work in BC. We encourage applications from Indigenous people, people with disabilities, BIPOC and racialized individuals, people of minority sexual orientation or gender identity, and others who may contribute to the Foundation's organizational diversity and who share the Foundation's values.