



Position: Solutions Consultant, Business Technology Solutions

Reports to: National Director, Business Technology Solutions & Innovation

Language Requirement: Bilingual (English and French) – Asset

Location: Ottawa (preferred) or remote

Employment: Full-time

Hiring Salary Range: \$80,000 - \$105,000

Posting Date: December 12, 2025

How to Apply: Email your resume and cover letter to recruitment@e2rsolutions.com by January 9, 2026, 4:00pm ET

Opportunity

United Way Centraide (UWC) is Canada's leading network of local community builders empowering people to make lasting social change in their communities. With a presence across Canada, serving over 5000 communities, our network of over 60 local United Ways and Centraides (each registered as its own non-profit and governed by an independent volunteer Board of Directors) tackle the most important social issue of poverty and social exclusion. Our vision is that everyone in every community has the opportunity to reach their full potential. United Way Centraide Canada (UWCC) is the national office that provides leadership and services to UWC members across the country. Together, the staff, volunteers, and supporters of local United Ways, Centraides and UWCC form the UWC Movement. As a Canadian Movement with a strong heritage, we value trust and integrity, volunteerism, innovation, partnership, non-partisan leadership, and diversity. It is based on these values that we improve lives and build communities.

Profile

UWCC is seeking a strategic, experienced Solutions Consultant to provide leadership and support in advancing its shared systems and solutions strategy. This role is established as part of UWCC's network modernization program designed to position UWC for long-term growth and impact. This strategy's goal is to enable UWC with next-generation technology and processes to innovatively meet new consumer (individual donors and partner organizations) expectations. It will also facilitate data management to support building an insight driven culture and organization.

An essential component of this strategy revolves around the development, operation and ongoing maintenance of a shared Constituent Relationship Management (CRM) solution, its common operations centre as well as implementation of the centre's governance model. As a key member of the core team, the Solutions Consultant is accountable to the UWCC executive, and works closely with United Ways and Centraides across the country, the solution implementation partner, governance committees, project team and other relevant bodies to ensure the stable, reliable operating of the system and integrated applications.

The successful candidate for this position will be a talented leader with solid experience in technology-enabled business transformations, and specifically in supporting, managing and optimizing our Salesforce environment while providing support for our DevOps processes. This individual will be adept at building strong relationships, working in a dynamic multi-stakeholder environment, facilitating groups, multi-directional communications and collaborative team building.

Responsibilities

Shared CRM Product

- Provide technical and collaborative leadership and support to key decision-making teams (made up of participating UWCs) in establishing enhancement priorities and product vision.
- Customize and configure Shared CRM solution (Salesforce) to meet business requirements.
- Design and implement automations and reports to enhance business processes.
- Collaborate and knowledge transfer with SI partner to streamline deployment processes.
- Assist in creating and implementing best practices for version control and release management.
- Provide technical support and troubleshoot user-reported issues.
- Ensuring appropriate visibility and escalation of issues seen in the field, across the user base
- Challenge status quo and drive the (re)designing of operations and business processes necessary as part of the transformation with the view to optimize for efficiencies and leading practices, and to establish commonality.
- Understand, at a high level, both the common and unique business requirements of local UWCs to provide expertise and support on change management activities and efforts.
- Balance competing demands through data informed technical and/or business analysis.
- Serve as a feature and functional expert for the capabilities offered by the combined Salesforce CRM and integrated products.
- Work in collaboration with UWC project teams, vendors and implementation partners to support onboarding UWCs on to the solution.
- Monitor and manage product and operational KPIs and objectives to ensure long-term success of the program.
- Provide support in establishing enterprise technical (Data, Architecture, Cybersecurity & Privacy, etc.) standards to drive alignment across the UWC network and support development and adoption of shared business solutions.
- Support post-implementation user satisfaction checks to ensure continuing optimization of the product and implementation approach.

Shared Systems and Solutions Strategy

- Participate in the next stage of the Business Technology Solutions initiative by supporting the development of an enterprise product vision for the suite of products that will surround the CRM. This will include engagements with potential partners to explore, assess and maximize opportunities for the development of additional shared and cost-effective systems and solutions.
- Lead and support engagement with UWCs to test and build readiness for developing additional shared or common capabilities and support adoption when they are established.
- Be a thought leader by monitoring leading trends and practices in digital engagement, business technologies, digital transformation (particularly in the non-profit industry), change management, and the business processes/models of local United Ways and Centraides.
- Advise UWCC executive team on effective implementation strategies and plans to advance key national priorities.

Qualifications

- 5+ years' experience as a solutions consultant or experience in CRM Admin support and custom development—ideally working with outsourced development partners and agile principles and processes.

- Post-secondary degree in IT / business administration / related fields or extensive experience in technology / data management / shared services implementation role.
- Experience in development and deployment of Salesforce CRM technologies and preferably in a distributed, multi-client environment—knowledge and experience with related capabilities such as digital marketing, customer/donor engagement platforms, investment/grant management is highly desirable.
- Strong understanding of DevOps principles and practices (experience with GitLab considered an asset).
- Strong collaborative leadership, stakeholder management and interpersonal abilities—ability to engage many levels of stakeholders and drive collaboration and alignment on both short and long-term strategies.
- Strong competency in gathering and defining requirements, mapping and improving business processes—training in TOGAF, Six Sigma, Lean or architectural frameworks is considered an asset.
- Strong competency in business analysis and business case development—ability to balance technical knowledge and business acumen.
- Experience in data management and reporting technologies.
- Highly developed presentation and communication skills (written and verbal) in both English and French (considered an asset).
- Aptitude in decision-making and problem-solving.
- Ability to work effectively in a complex, matrixed organization.
- Works well under pressure and knows how to juggle multiple priorities simultaneously.
- Thrives in teams and self-motivated with an exemplary work ethic and attention to detail.
- Solid curiosity, growth mindset and eager to learn new skills and technologies.
- Flexible to work evenings and weekends as necessary, as well as to travel.

Location

United Way Centraide's national office in Ottawa, Ontario. Works in an open space environment and may work from remote locations at times.

DIVERSITY, EQUITY, AND INCLUSION

United Way Centraide Canada hires based on merit and is strongly committed to diversity and equity within its community and to providing a welcoming and inclusive workplace. It especially welcomes applications from Black, Indigenous and People of Colour, women, persons with disabilities, people of all sexual orientations and genders, and others with the skills and knowledge to productively engage with diverse communities.

How to apply

Please send your cover letter and résumé in confidence to: recruitment@e2rsolutions.com.

We thank everyone for applying; however, only qualified candidates will be contacted.