

Business Operations Manager (CRM & AI Enablement)

About the Role

The Business Operations Manager builds and sustains the operating systems that make the Rubix organization easier to scale. This role owns the business-side governance, processes, technology roadmaps, documentation, training, adoption, and performance visibility required for consistent execution across the customer and commercialization lifecycle.

The role connects business needs with scalable processes, data, Microsoft Dynamics 365 CRM, Glean, and AI-enabled decision tools. It is accountable for how commercial work should flow, how technology supports that work, and how performance is measured.

This position reports to the Vice President, Strategy.

To be successful, you must be self-motivated, process oriented and analytical. The position requires strong organizational skills, attention to detail, and the ability to collaborate effectively with team members across departments.

Key Responsibilities

- **Stage Gate Governance:** Own the enterprise Stage Gate framework, including definitions, decision rights, required inputs, governance cadence, compliance, and periodic improvement.
- **CRM Roadmap and Administration:** Own the business roadmap, administration model, data standards, user requirements, enhancements, release prioritization, and adoption of the Microsoft Dynamics 365 CRM platform.
- **Microsoft Dynamics 365 and Glean Business Enablement:** Serve as the business-side owner for requirements, adoption priorities, release readiness, and continuous improvement across Microsoft Dynamics 365 CRM, Glean, and related commercial systems. Partner with IT and technology providers on integrations, permissions, data quality, security, reporting, and platform improvements.
- **ERP and CRM-Enabled Business Analytics:** Own the business analytics and management reporting produced from ERP and CRM data, including KPI definitions, reporting requirements, data interpretation, dashboard priorities, and insight routines; partner with functional process owners and IT on data availability and quality.
- **Process Architecture:** Document and improve end-to-end commercial and commercialization processes, clarify roles and handoffs, and maintain controlled SOPs, playbooks, templates, and governance materials.
- **User Training and Change Adoption:** Develop role-based training, communications, enablement resources, and reinforcement plans for new processes and systems.

- **KPI and Reporting Infrastructure:** Define KPI logic, reporting requirements, data ownership, and management routines that improve visibility, accountability, forecasting, and decision-making.
- **Continuous Improvement:** Maintain a prioritized improvement backlog, diagnose root causes, simplify workflows, reduce manual work, and measure realized benefits.
- **Cross-Functional Systems Alignment:** Coordinate business requirements and system dependencies across Commercial, R&D, Supply Chain, Finance, Quality and IT.
- **AI-Enabled Process Improvement:** Identify and prioritize opportunities to use Glean, Microsoft Dynamics 365, automation, and generative AI to improve commercial workflows, decision-making, productivity, and user experience. Partner with IT and technology providers to define requirements, support implementation, establish appropriate governance and controls, and measure adoption and business value.

Qualifications

- **Location:** Jacksonville, FL (on-site).
- **Education:** Bachelor's degree in Business, Information Systems, Operations, Engineering, or a related field, or equivalent experience.
- **Experience:** 5+ years in business transformation, process improvement, business analytics, sales operations, or a related field.
- **Travel:** Up to 10% as business needs require.
- **Systems:** Experience with business-side CRM administration, Microsoft Dynamics 365 or a comparable enterprise CRM, business intelligence, ERP-derived reporting, process mapping, workflow, data quality, and training tools strongly preferred.
- **Dynamics and AI Fluency:** Experience translating business needs into functional requirements for Microsoft Dynamics 365 or another enterprise CRM. Familiarity with Glean, Microsoft Copilot, generative AI, AI-enabled workflows, or automation is preferred; software engineering experience is not required.

Skills & Abilities

- Strong process orientation with the ability to design practical, scalable ways of working.
- Ability to translate business needs into prioritized system and reporting requirements.
- Technical Business Partnership: Ability to understand CRM data structures, integrations, permissions, data quality, security, and reporting well enough to work effectively with IT and technology partners.
- Strong change leadership, facilitation, training, documentation, and stakeholder-management skills.



- Analytical rigor with sound judgment about governance, controls, usability, and adoption.
- Ability to influence cross-functional teams and sustain accountability after implementation.
- Clear, confident communicator who distills complex info, aligns cross-functional partners, and keeps teams focused on priorities.

About Rubix Foods

Rubix Foods is a full-service product development house with end- to-end manufacturing capabilities. We blend culinary creativity, food science, and consumer intelligence to fuel innovation for the industry's most exciting, high-momentum brands. From concept to commercialization, we streamline and accelerate the entire product development journey – delivering white-glove service, disciplined execution, and consistent results that raise the bar every time.

Our Vision: To be the food industry's first call – known for our speed, trusted for our quality, and chosen for our reliability.

Our Mission: To solve the food industry's toughest problems – creatively, collaboratively, and with unrivaled speed and execution.