



Small Business Services Director

About the Organization

TechTown is Detroit's entrepreneurship hub. We empower Detroit-based startups and local businesses by providing resources, collaborative workspace and education for entrepreneurs that will further accelerate inclusive economic development across Detroit.

About the Opportunity

The Small Business Services Director position is a full-time role within the Programs team of TechTown Detroit. Reporting to the Chief Program Officer, this position was created to:

- Effectively lead an experienced, multi-faceted team in streamlining operations for a nationally recognized mix of established and new small business coaching programs and services formerly divided into two divisions.
- Serve as a small business thought leader on behalf of TechTown in the Southeast Michigan entrepreneurial ecosystem
- Identify opportunities (training, resources, partnerships) and implement strategy to target and better serve historically underrepresented entrepreneurs, such as those that identify as Black, LatinX, Women, Veteran and/or LGBTQ+.
- Work in close partnership with Technology-Based Programs Director, Entrepreneurial Education Director, and Systems Innovation Director to consistently use TechTown organizational systems and develop a common set of processes, data collection and analysis methods to improve impact storytelling and quality of service to TechTown clients and alumni.

The Small Business Services Director will lead a group of passionate and highly and diversely skilled team members experienced in serving Detroit small business owners and working in collaboration with partners in the Southeast Michigan entrepreneurial ecosystem.

The successful candidate will be an experienced and dynamic leader who will serve as a close partner and strategic thought leader with the Entrepreneurial Education Director and the Technology-Based Programs Director, but also with key internal partners, including the Marketing/Communications, Fund Development and Finance teams.

The Impact You Will Make:

- Lead the continued strategic development and ongoing execution of TechTown's Small Business Services, including signature programming 313 STRONG, Retail Boot Camp and The Shop.
- Leverage signature small business service offerings to help demonstrate the collective impact of TechTown Programs through quantitative (data collection, analysis) and qualitative (public, client, and alumni testimonials) outcomes.
- Organize systems and processes, manage multiple priorities, and solve problems with a team focus.
- Prioritize the continued professional development of team member(s).
- Effectively manage a program budget. Analyze monthly budget-to-actual reports and take ownership of grant specifications to appropriately review and approve expenses.
- Champion fundraising efforts; support Development team in cultivating existing and new funding relationships.

•Represent the organization in external engagements (interviews, public speaking, panels, etc.) and maintain relationships with regional entrepreneurial ecosystem partners.

What You Will Bring to the Table:

- Outstanding candidates will have experience as an entrepreneur.
- Established relationships with Detroit/Southeast Michigan entrepreneurial ecosystem and community leaders strongly preferred.
- Excellent oral and written communication skills; professional experience in marketing/communications preferred.
- Professional experience in change management and/or dynamic work environments strongly preferred.
- Demonstrated ability to identify and analyze internal program performance, regional entrepreneurial ecosystem, and national trends to develop recommendations for continuous improvement.
- Formal training and professional experience in building and cultivating successful working relationships with individuals from diverse cultural, social, economic, and ethnic backgrounds. 5+ years in managing teams preferred.
- Demonstrated experience in effective budget management.
- Ability to multi-task in a fast-paced environment.
- Highest level of personal integrity to inspire confidence, respect, and trust.
- High energy and ability to quickly establish credibility with TechTown team members, clients, and stakeholders.
- Willingness to take educated risks and challenge the status quo to bring about change when needed.

To Apply:

This is a full-time position. A formal cover letter, resume, and three to five professional references are required when submitting your application. To apply please send your resume, cover letter, and references to Careers@TechTownDetroit.org with the job title in the subject line.

Salary:

The budgeted salary range for this position starts at \$85,000 and may be adjusted according to qualifications and experience.

The Perks:

TechTown offers generous health and dental plans as well as vision, life insurance, short-term disability, a 401(k) plan, and a team member assistance program. Full-time team members also receive:

- 5 Weeks of Paid Time Off per year
- 22 paid holidays (including 2 weeks in December and 1 week in July)
- 12 Paid Mental Health Days per year (one per month)
- Retirement Plan with employer matching up to 6%.
- 100% TechTown paid Life, STD, and LTD benefits
- \$2500 Professional Development Stipend
- Wellness Inspired Workplace with a Wellness Program and onsite Wellness Room
- Paid Parental Leave

- Creativity and innovation supported and encouraged by leadership
- Fulfillment and the knowledge of having made an impact in Detroit's economic growth

Work Arrangements:

Most TechTown team members (including this position) are assigned to work remotely at this time and for the foreseeable future (with occasional in-person collaborative meetings required).

Vaccination Requirement:

TechTown has instituted a COVID-19 Vaccination Policy that requires all team members to be fully vaccinated or have an approved vaccination waiver on file with human resources and undergo weekly testing.

TechTown Detroit is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.