

SENIOR MANAGER, COMMUNITY SMALL BUSINESS DEVELOPMENT

Reports to: Director of Urban Innovation

OVERVIEW:

The purpose of the Community Small Business Development Manager is to enhance efforts of the Downtown Detroit Partnership to connect Detroit's small businesses with opportunities that arise from the vibrancy of Downtown Detroit, identify existing and potential tools to prepare small businesses to benefit from those opportunities, develop a comprehensive strategy that supports collaborative network of small business owners and operators, and to track and quantify results. The Community Small Business Development Manager, a senior level role, will collaborate closely with various cross functional teams within the organization. Reporting to this position is the Small Business Engagement Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Job descriptions do not typically include every duty or responsibility that a person in the role may be asked to perform. The following is a thoughtful list based on current needs.

1. Assess, create and implement small business strategy inclusive of initiatives and tactics that build and maintain relationships with small businesses within Downtown Detroit.
2. Define metrics to measure the impact of DDP and BIZ work on Downtown small businesses.
3. Develop and implement process for curating, leveraging, and disseminating data related to small business success.
4. Breaks down strategic problems, and analyses data and information to provide insights and recommendations.
5. Develop and implement strategies to connect Detroit businesses with opportunities generated by the vibrancy of Downtown Detroit.
6. Identify existing resources that align with DDP efforts to support small businesses while maintaining current knowledge of small business support ecosystem.
7. Identify resource gaps and work to identify, produce, and deliver programs that fill those gaps and create new opportunities.
8. Collaborate with other members of DDP team to ensure work aligns with and complements overall DDP mission and strategic initiatives.
9. Support Downtown activities and events, including those that occur during evening, weekend, and holiday hours.
10. Collaborate with and oversee the workflow and work assignments of the Small Business Engagement Manager. Cultivate high performance work principles. Mentor and develop team members by using a supportive and collaborative approach on a consistent basis. Conduct performance evaluations that are timely and constructive.

QUALIFICATIONS AND CORE COMPETENCIES:

- Bachelor's degree in business management, business development or related field and 5+ years of relevant experience in partnering with and supporting small businesses required and/or a combination of education and experience.
- Experience creating strategy plan and tactics required.
- 2+ years leading and managing a professional staff required.
- Strong knowledge of Detroit's small business ecosystem
- Ability to develop and maintain effective tracking and analysis procedures and track and analyze data.
- Willingness to demonstrate commitment to DDP's mission, vision, and core values.
- Ability to use tact and professionalism including in times of extreme stress.
- Demonstrated skills, knowledge and experience in the development and management of small business engagement plans and activities.
- Excellent organizational, time management, multi-tasking and problem-solving skills.
- Strong team player who operates well in a dynamic, all hands-on deck environment.
- Willing to actively engage with small business community via in-person meetings.

Interested and qualified candidates **must** send a resume and cover letter to DDPcareers@detroitdetroit.org

Downtown Detroit Partnership offers a comprehensive list of benefits for eligible employees including paid time off and holidays in addition to:

- Medical, Dental, Vision, Prescription Coverage, Health Savings Account
- 401k (with employer match of any contribution up to 6 percent of total salary)
- Long Term Disability and Life Insurance
- Flexible Spending Accounts (Healthcare FSA, Dependent Care, Commuter Transportation)
- Worksite Voluntary Benefits
 - Accident Insurance, Critical Illness
 - MetLaw and Life Lock
 - Holiday Savings Account
 - 529 College Savings Account
 - My Pet Protection Insurance
 - Fifth Third Bank Membership Benefit Banking Program
 - Working Advantage - access to exclusive savings on movie tickets, theme parks, hotels, Broadway, and Vegas shows, and shopping partners.

At Downtown Detroit Partnership, we are intentional about diversity, equity, and inclusion. Downtown Detroit Partnership, an equal opportunity employer, does not discriminate in employment opportunities or practices based on race, color, religion, sex, sexual orientation, genetic information, national origin, age, disability, height, weight, military status, veteran status, or any other characteristic protected by law.