



Title: Small Business Program Manager

Department: Small Business Services

Business Unit:

Reports to: Director, Small Business Services

FLSA: Exempt

Pay grade: 4

Last updated: 04/2026

Position Summary

The Small Business Program Manager is responsible for supporting Small Business Services' programs, technical assistance offerings, and other small business support initiatives, with an emphasis on early-stage, place-based, micro-business, and entrepreneurial ecosystem resources. The Program Manager achieves this by providing project management, contract management, assisting with program design and implementation, and will work with internal and external partners to deploy services that support capacity building and result in the deployment of small business support tools and resources at the state, local and regional level. This position also supports other core activities in the Small Business Services/Solutions business unit and will participate in collaborative efforts with the Regional Prosperity, Entrepreneurship & Innovation and Economic Incentives Technical Assistance teams to foster small business growth and sustainability.

Position Progression

Title	Pay Grade	FLSA
Small Business Program Manager	4	Exempt

Principal Duties and Responsibilities

These duties and responsibilities are judged to be "essential functions" in terms of the Americans With Disabilities Act or ADA. The below statements are intended to describe the general nature and level of work being performed by a person in this position. They are not to be construed as an exhaustive list of all duties that may be performed by such a person.

Title	Principal Duties and Responsibilities
Small Business Program Manager	• Supports the development and execution of Small Business Services' programs through program management and contract management. • Supports the management of contracts with service providers including providing administration, coordination, disbursement of funds, reporting and compliance, and survey/ evaluation efforts that lead to the deployment of small business support programming, technical assistance, and access to capital tools. • Supports the development of RFPs, evaluation criteria, program applications, and other program documents. • Collaborates with key strategic partners across the state, including SSBCI TA Providers, Small Business Support Hubs, local units of government, financial institutions, economic and community development organizations, small business support



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	organizations, small business owners, etc., provides connections, networking and referral support. • Maintains Small Business Services' data through the development and implementation of process documents, reporting documents and monitoring plans. Interprets state and federal program reporting guidance and incorporates requirements into MEDC processes and systems. • Manages efforts that result in increased awareness, tool development, and other support initiatives, in collaboration with partners, on key small business topics including Community Capital and local investing, B-Corp certification and Triple Bottom Line advocacy, Employee Ownership opportunities, Succession Planning and Childcare business supports. • Develops and executes stakeholder and/or partner events that deliver results and ensure continued high customer satisfaction, including small business stakeholder meetings, convenings, workshops and trainings. • Creates, facilitates, and delivers small business support / ecosystem related trainings and education, including but not limited presentations, collateral material, meeting agendas, and other documents. • Builds and maintains relationships through attendance at key functions. • Partner with the Regional Prosperity, Entrepreneurship & Innovation and Economic Incentives Technical Assistance teams to understand small business needs and collaborates to address needs through new programming opportunities, referrals, education, etc. • Performs other related duties as directed.

Supervisory Responsibilities:

No supervisory responsibilities.



Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee frequently remains in a stationary position and operates or handles computers and office equipment, including copy machines and cell phones. Occasional standing, walking, reaching, or bending may be required. The employee must be able to communicate information and ideas effectively to ensure understanding and facilitate the exchange of accurate information. The ability to perceive, process, and interpret information in various formats is required to perform essential job functions. Specific vision abilities required include close vision and the ability to adjust focus, especially when working on a computer screen and with small numbers.

Travel Requirements:

Statewide travel required (within Michigan) and domestic travel required (within the U.S.).

Work Environment:

The noise level in the work environment is usually quiet. In-office work is required for this position, in accordance with organizational work assignment policies.

Employment Qualifications

The qualifications listed below are guidelines for selection purposes; alternative qualifications may be substituted if sufficient to perform the duties of the job.

Education:

This position requires a bachelor's degree from a four-year college or university in Business Administration, Public Administration, Economics, Marketing or related field; or equivalent combination of education and experience.

Experience:

Title	Experience
Small Business Program Manager	Three years of related experience. Experience and/or training in small business support, entrepreneurial ecosystem building, community or economic development, project management, or other related activity. Experience working within Michigan's Entrepreneurial Ecosystem, providing specialized technical assistance, or advanced knowledge of early-stage, microbusiness, or place-based business needs is preferred.

Certificates, Licenses, or Registrations:

Economic Development Finance Professional, Entrepreneurship Development Professional or equivalent is preferred.



Other Knowledge, Skills, and Abilities:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Ability to read, analyze, and the most complex documents.
2. Ability to maintain current in the field by continually enhancing skills and knowledge through research, information exchange with stakeholders and peers, education and event attendance.
3. Ability to respond effectively to the most sensitive inquiries and complaints.
4. Ability to write speeches and articles using original or innovative techniques or style.
5. Ability to demonstrate strong written and verbal skills.
6. Ability to make effective and persuasive speeches or presentations on controversial or complex topics to top management, public groups, and/or boards of directors.
7. Ability to define problems, collect data, establish facts, and draw valid conclusions.
8. Ability to interpret an extensive variety of technical instructions and deal with several abstract and concrete variables.
9. Ability to effectively use common business computer software such as MS Office tools, Word, Excel, Outlook and PowerPoint.
10. Ability to travel throughout Michigan and nationally.