



Title: Director, Small Business Services

Department: Small Business Services

Business Unit:

Reports to: Managing Director, Small Business Services & Talent

FLSA: Exempt

Pay grade: 6

Last updated: 09/2026

Position Summary

The Director of Small Business Services leads the strategic execution of technical assistance, programs, and resources that support the launch, stabilization, and growth of micro, place-based, and early-stage businesses across Michigan. The incumbent collaborates with internal and external partners to identify and address the distinct needs of these businesses, cultivates a robust statewide network of small business resource providers, and oversees program design and performance to foster equitable small business sustainability and growth. This position provides direction and tactical oversight to the Small Business Services team, which works proactively with a diverse stakeholder base – including internal MEDC teams, other state agencies, local and regional community and economic development partners, cultural and ethnic chambers of commerce, business service organizations, and trade, industry, and member groups – to accomplish this goal.

Position Progression

Title	Pay Grade	FLSA
Director, Small Business Services	6	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
Director, Small Business Services	- Leads, directs, coordinates, and evaluates the work of the Small Business Services team and its processes, fostering a positive team culture and supporting staff career development. - Oversees the design, implementation, and continuous improvement of small business programs and initiatives, establishing performance metrics and monitoring outcomes to ensure measurable impact, efficient resource use, and alignment with organizational goals. - Strategically aligns Small Business Services initiatives with the Small Business Solutions team's activities to ensure MEDC goals and objectives are met. - Collaborates regularly with local and regional community and economic development organizations to effectively meet the



Title	Principal Duties and Responsibilities
	needs of Michigan small businesses. • Manages the strategic direction of the business unit, including budget development and strategic planning, to achieve organizational goals and objectives. • Builds and maintains effective partner relationships that inform and strengthen business unit strategy. • Identifies grant opportunities and oversees the application, approval, and reporting processes to ensure programs run efficiently, comply with federal and state requirements, and coordinate seamlessly across business units. • Collaborates with other Small Business Services unit leaders to evaluate and develop strategies, economic development tools, programs, and plans. • Serves as the organization's key spokesperson on small business issues in outreach to stakeholders and federal, state, and local government partners. • Maintains current knowledge of regional and statewide small business trends, legislation, and key stakeholder groups. • Serves as the team's subject matter expert on major cross-functional initiatives. • Meets regularly with Senior Leadership to report progress and accomplishments as outlined in the strategic plan. • Performs other related duties as directed.

Supervisory Responsibilities:

This position has 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

Domestic travel required (within the U.S.).



Work Environment:

The noise level in the work environment is usually moderate. 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 in Business, Economics, Public Administration, or related field; or equivalent combination of education and experience.

Experience:

Title	Experience
Director, Small Business Services	Five years of related experience. Experience and/or training in managing, developing, and implementing community and/or economic development strategy, stakeholder engagement, program design, and program management, including performance monitoring and outcome measurement.

Certificates, Licenses, or Registrations:

None required.

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 interpret the most complex documents.
2. Ability to respond effectively to the most sensitive inquiries and complaints.
3. Ability to function with strong written and verbal communication skills.
4. Ability to make effective and persuasive speeches or presentations on controversial or complex topics to top management, public groups, and/or boards of directors.
5. Ability to define problems, collect data, establish facts, and draw valid conclusions.
6. Strong PC skills.
7. Knowledge of community and economic development tools and programs.
8. Ability to travel throughout the State of Michigan and nationally.
9. Ability to attend evening events and public meetings.
10. Ability to communicate effectively with diverse cultural and ethnic groups.