



JOB ANNOUNCEMENT

Small Business Support Manager

Small businesses are the key to Detroit's future, and Invest Detroit is committed to ensuring entrepreneurs of color thrive. Invest Detroit has financed over 200 small businesses in the City of Detroit, and we want to ensure these businesses continue to grow and prosper. We are seeking a passionate dynamic individual who will design, lead, and manage a small business coaching program for potential and existing Invest Detroit borrowers.

About Invest Detroit

Invest Detroit is a mission-driven lender, investor, and partner working to ignite inclusive economic growth in underserved Detroit communities and across the region. A leading Detroit-based Community Development Financial Institution (CDFI), we bring 25+ years of experience acting as a catalyst for economic development and investment, providing critical gap financing through real estate development, commercial lending, and venture capital. We have deployed over \$491M to date.

Our team is a hard-working, supportive group that is passionate about our mission and believes strongly in equitable opportunity, diversity, and respect. We believe that through partnership, tenacity, creativity, and drive, we can help to improve access to opportunity and an overall better quality of life for all Detroiters.

For more information on Invest Detroit, please visit the [Invest Detroit website](#).

About the Position:

Reporting to the Executive Vice President, Lending, the Support Manager will design, lead, and manage a small business coaching program for potential and existing Invest Detroit borrowers. Through personalized one-on-one coaching sessions and strategic advice, the Support Manager will work with startups and established businesses to provide education and resources to launch, stabilize, and grow their businesses. The role will include empowering entrepreneurs to develop effective business strategies, enhance their leadership skills, and navigate the complexities of running a small business.

The Support Manager will also identify opportunities (training, resources, partnerships) and implement strategies to target historically underrepresented entrepreneurs, such as those who identify as Black, Latinx, Women, Veteran, Immigrant and/or LGBTQ+. They will create key performance metrics and long-haul objectives to maximize impact. Critical to success in this role is the ability to develop and maintain rapport with business owners, community stakeholders, program partners, and team members.

Responsibilities

- Provide collaborative one-on-one coaching to prospective and current small business clients to assess their current financial and operational needs to identify opportunities for growth and develop customized action plans to achieve their business development and economic objectives. This may include but is not limited to:
 - Assessing financial needs, analyzing financial statements, and recommending appropriate financing options.
 - Offering expertise in financial planning, budgeting, and cash flow management to help small business owners optimize their financial resources, improve profitability, and make informed decisions about investments and expenses
 - Assisting with setting SMART (Specific, Measurable, Achievable, Relevant, Time-bound) goals and holding them accountable for progress towards achieving those goals through regular check-ins and performance evaluations.
 - Analyzing business processes and operations to identify opportunities for streamlining workflows, reducing costs, and improving efficiency, while ensuring compliance with relevant regulations and industry standards.
 - Serving as a sounding board for small business owners, offering objective advice and creative solutions to address challenges and overcome obstacles encountered in day-to-day operations.
 - Advising on marketing and sales strategies tailored to the unique needs and target audience of each small business, including digital marketing techniques, customer acquisition tactics, and branding strategies to increase market share and revenue.
 - Assisting with preparing loan applications, business plans, and financial projections to present to potential lenders.
 - Coaching owners on methods to enhance their leadership capabilities, fostering a positive company culture, and effectively managing teams to drive productivity and engagement.
- Develop and maintain relationships with local banks, financial institutions, and other relevant stakeholders to facilitate access to financing for small businesses.
- Conduct financial education workshops and training sessions for small business owners on topics such as budgeting, cash flow management, and loan readiness.
- Stay informed about relevant financial programs, resources, and regulatory requirements that may impact small businesses' access to financing.
- Collaborate with other departments within the organization to provide holistic support to small businesses, including access to additional resources and services.
- Track and report on key performance indicators and outcomes related to small business financing initiatives to measure impact and effectiveness.
- Participate in networking events, conferences, and community outreach activities to promote Invest Detroit's mission and services as well as to connect small business owners with relevant resources, mentors, and industry experts to expand their professional network and access additional support as needed.
- Stay informed about industry trends, best practices, and emerging technologies relevant to small businesses, and share knowledge and insights with clients to help them stay ahead of the curve.

Qualifications and Skills

- Minimum of 3-5 years of experience in finance, banking, or business consulting, with a focus on small business lending and financial advisory services.

- Bachelor's degree in finance, business administration, economics, or a related field; advanced degree or certification (e.g., MBA, CFA, CPA) preferred.
- Proven experience in business coaching, consulting, or entrepreneurship, with a track record of success in helping small businesses grow and thrive.
- Strong understanding of financial principles, accounting practices, and banking products and services relevant to small businesses including strong analytical skills, ability to assess risk, and ability to make sound recommendations.
- Strong business acumen with a deep understanding of various aspects of small business management, including finance, marketing, operations, and human resources.
- Exceptional interpersonal and communication skills, with the ability to build rapport and trust with diverse stakeholders, including small business owners, bankers, and community partners.
- Experience as an entrepreneur preferred or possess an entrepreneurial mindset with a passion for supporting and empowering small business owners to achieve their goals.
- Established relationships with Detroit/Southeast Michigan entrepreneurial ecosystem and community leaders strongly preferred.
- A passion for economic development in Detroit is required.
- Proven ability to work independently, manage multiple projects simultaneously, and meet deadlines in a fast-paced environment.
- Fluency in additional languages (e.g., Spanish, Arabic, Bengali) is a plus, but not required.
- Proficient in Microsoft Office applications (Outlook, Word, Excel, and PowerPoint) and Adobe Acrobat.

Salary Range

Invest Detroit offers a competitive salary \$90,000 - \$106,000 for Small Business Support Manager and benefits, commensurate with experience and skills. Invest Detroit is an equal opportunity employer committed to diversity in the workplace.

To Apply

Please forward your resume and cover letter, outlining how your skills and experience meet the qualifications of the position to Resume@investdetroit.com. Please include "Small Business Support Manager" in the subject line and indicate how you heard about this opportunity in the email.