



Classification Specification Title: Small Business Resources Program Manager

Department	Economic Development	Grade: GS.12
Supervision Received	Administrator Economic Development	FLSA Status: Exempt
Supervisory Responsibility	None	Established: Mar 10, 2026 Revision: N/A

CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for growing and enhancing the city's small business ecosystem and ensuring equitable access to resources, and blending strategic leadership with practical program management and community engagement.

SERIES LEVEL: The Small Business Resources Program Manager is a stand-alone position.

ESSENTIAL FUNCTIONS: *(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)*

Provide strategic direction and implement small business and entrepreneurship programs in alignment with the Mayor's directives and the Department of Economic Development's goals.

Administer and design all small business initiatives and incentives, including managing grant and loan programs where applicable.

Oversee the programming and strategies of the Small Business Resource Center and ensure the center effectively supports entrepreneurs.

Act as a convener and liaison among various community partners (e.g., Chambers of Commerce, SBDC, CO.LAB, Urban League) to coordinate services, prevent duplication of effort, and ensure a unified approach to small-business support.

Identify, pursue, and apply for funding opportunities, such as federal or state grants, to bolster the capacity and offerings of the resource center.

Design systems and collaborate with partners to help entrepreneurs overcome challenges like accessing capital, receiving technical assistance, navigating government procurement processes, and enhancing market share.

Conduct ongoing needs assessments of the local business community to identify service gaps and evaluate the effectiveness of existing programs and delivery methods.

Provide information to the public regarding programs and services and advocate for small business

resources at various levels of government and community forums.

Oversee the general day-to-day operations, budget, and staff of the center, ensuring efficient service delivery and compliance with all applicable laws and regulations.

Prepare and maintain necessary documentation, reports, and data related to program outcomes, budget expenditures, and performance milestones for the Administrator, Mayor, and funding sources.

Serve as the primary point of contact for the center, providing a warm and professional welcome to all visitors and clients.

Assist clients with registration for center services, workshops, and counseling appointments.

Manage and maintain the center's calendars, including scheduling appointments, meetings, and special events.

Create and maintain organized electronic and physical filing systems, ensuring all client information and center records are accurate and confidential.

Ensure common areas and meeting spaces are prepared before and after use, and generally maintain a professional and organized office environment.

Operate and manage office equipment, such as computers, printers, and fax machines, and coordinate maintenance or IT support when necessary.

Assist with basic financial tasks, such as processing invoices, tracking expenses, and assisting with budget reconciliation, grant application coordination, and processing.

Conduct basic research for reports or special projects as requested by the center director or business advisors.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers, and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

None

MINIMUM QUALIFICATIONS

Bachelor's degree in Business Administration, Entrepreneurship, or Marketing with five (5) years of experience; or any combination of equivalent experience and education. Master's degree preferred.

LICENSING AND CERTIFICATIONS

Valid Driver's License

Entrepreneurship Development Professional (EDP) Certification preferred.

KNOWLEDGE AND SKILLS

Demonstrated experience in entrepreneurship and entrepreneurial initiatives. Experience supporting the coordination and execution of workshops and events. Experience planning workshops, events, and collaborative programming to help ensure the center remains active, engaged, and visible within the small business community. Experience in coordinating and overseeing event operations, including invitations, marketing, catering, parking arrangements, name tags, registration, and run-of-show planning. Skilled in maintaining schedules and managing facility logistics. Proficient in Google Workspace and additional software tools used for communication, analysis, and office operations.

PHYSICAL DEMANDS

Positions in this class typically require fingering, grasping, talking, hearing, seeing, and repetitive motions.

WORK ENVIRONMENT

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

SPECIAL REQUIREMENTS

Safety Sensitive: Child Sensitive: Dept of Transportation (CDL):

The City of Chattanooga, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.

Revision History: N/A