



# Position Opening Notice

## Customized Training/SBM Coordinator

### College and Area Information

Tillamook Bay Community College (TBCC) is seeking an experienced, enthusiastic and highly skilled candidate to serve as a Customized Training/SBM Coordinator. This person will develop and implement a customized training program at TBCC and work with faculty and others to identify potential training opportunities and find out from businesses throughout Tillamook County what training is needed and then put together programs to meet those needs. This person will also assist the Small Business Development Center (SBDC) with confidential small business counseling/training and development of a Small Business Management (SBM) program.

Tillamook Bay Community College is located 85 miles west of Portland on the beautiful North Oregon Coast in Tillamook, Oregon; the county seat of Tillamook County. The County has a population of 26,000 and TBCC serves over 2,060 students per year.

### Organizational Relationship

Reports to the SBDC Director who reports to the President.

### General Statement

Under the direction of the SBDC Director, this person will coordinate the efforts of the college to develop a customized training program and implement trainings for local businesses and industries to enhance their business. This person will also build the SBM program for the SBDC to train 10-20 regional businesses per year and will facilitate all SBM classes including using interactive video conferencing with all participants in the region. This will include working with small business content experts and college faculty who teach customized training courses as well as reaching out to local businesses and industries in Tillamook County to determine and solicit training needs.

## Term of Employment

Annual: Full-time position; July 1 – June 30.

Leave in accordance with current TBCC Policy 312 and corresponding regulations.

## Major Areas of Responsibility

1. Work with faculty, college facilitators, and the TBCC SBDC to help develop and deliver high quality customized training courses at the college.
2. Market the Customized Training opportunities to businesses throughout Tillamook County.
3. Track all customized training at the college and keep data on enrollments, FTE, student learning, and satisfaction of participating businesses.
4. Manage, market and facilitate the SBDC Small Business Management (SBM) program according to Oregon SBDC guidelines and procedures. Work with SBDC advisors to provide meaningful business mentoring services that lead to stronger, more profitable businesses.
5. Maintain all SBM records using the SBDC management information system Center IC.
6. Maintain SBDC client confidentiality in accordance with OSBDCN policies and procedures.

## Specific Responsibilities

1. Work with the SBDC Director to develop a list of businesses in Tillamook County that could benefit from customized training opportunities or Small Business Management training from the college.
2. Work with the Marketing Specialist to develop marketing materials to share with local businesses about customized training and SBM opportunities.
3. Work with our faculty and the companies and industries in Tillamook County, develop list of potential training topics that could be offered and help identify faculty or industry experts that could teach each course.
4. Work with SBDC Director and President to set goals for trainings to occur in 2017-18 and 2018-19.
5. Tie the training topics and subjects into a professional development emphasis that will enhance and grow the companies and industries involved.
6. Track all of the trainings and FTE being generated and share information with the Institutional Planning and Research Analyst.
7. Manage all SBM content delivery including instruction, development of curriculum and contract presenters.
8. Develop the SBM program to provide business tools that lead to profitability and results for SBM participants.
9. Maintain all SBM records as required for reporting purposes.

10. Monitor SBDC client progress in relation to established goals; determine variances within established program standards and counsel clients on strategies to reach short and long range goals.
11. Regularly communicate with Oregon Small Business Development Center (SBDC) Network and other SBDC centers, U.S. Small Business Administration, businesses, chambers of commerce, college personnel, students, other business assistance agencies and economic development groups.
12. Maintain all advisor notes pertaining to required client data on Oregon SBDC Network database, Center IC, as delineated in the contract agreement.
13. Adhere to the Oregon SBDC Network Code of Ethics.
14. Obtain and track satisfaction data from all training courses using student evaluations of each course.

## Required Qualifications

1. Bachelor's degree in field related to industries in Tillamook County.
2. Three-five years of experience working in an industry found in Tillamook County.
3. **NOTE:** Some travel required including professional meetings. Position requires some evening or weekend work.

## Preferred Qualifications

1. Experience in coordinating educational activities and trainings for companies and industries.
2. Experience owning and operating a business.
3. Experience with marketing and outreach.

## Knowledge, Skills, Abilities

1. Effective presentation skills.
2. Effective meeting facilitation skills.
3. Effective writing skills.
4. Comfortable working with computers and using Microsoft Office applications.
5. Knowledge of all aspects of business startup, management and growth.
6. Knowledge of resources available to businesses, agencies supporting businesses and training opportunities available to small business owners.
7. Ability to receive and process information in a professional, sensitive, timely, and confidential manner. Ability to interview clients and assess needs. Good problem-solving skills required.
8. Ability to work effectively and sensitively with individuals of diverse cultural backgrounds and perspectives, and abilities.
9. Ability to consistently convey a pleasant and helpful attitude by using excellent interpersonal and communication skills to control sometimes stressful and emotional situations. Requires sufficient communication and human relations skills to resolve complaints/issues, defuse anger, and gain cooperation.

10. Ability to plan, organize, and carry out activities independently. Strong time management skills to support efficient work production and meet deadlines.
11. Demonstrated ability to maintain confidentiality of client identity and information.
12. Ability to respond on short notice to client's needs.
13. Ability to communicate professionally with SBDC staff, other business counselors, instructors, clients, stakeholders, economic developers, project coordinators, community members, legislators, volunteers and lab assistants.

## Application Information

Complete application packets will have first consideration. The submission of all required application materials is the responsibility of the applicant.

Please respond via email with cover letter, resume and application indicating proof of your abilities to achieve the above job description and a minimum of three references to: [patryan@tillamookbaycc.edu](mailto:patryan@tillamookbaycc.edu)

Applications may also be mailed to:

Tillamook Bay Community College  
Attn. Human Resources  
4301 Third Street  
Tillamook, OR, 97141

To print application go to <http://tillamookbaycc.edu/tbcc-employment-opportunities/> and choose the staff application packet. Application cannot be filled out on-line.

Candidate selected for hire must provide official academic transcripts. Applicants must be prepared to interview at their own expense.

## Compensation and Position Availability

This is a full time position. Salary range is \$37,169 - \$40,616 depending on experience. Benefits are in accordance with Board Policy.

**Position Open until filled. First Review of Applications will be March 5.**