Position Opening Notice
Community, Continuing and Contract Training Assistant

College and Area Information
Tillamook Bay Community College (TBCC) is seeking an experienced, enthusiastic and highly skilled candidate to serve as Community, Continuing and Contract Training Assistant to work in conjunction with and support of the College’s mission: to provide access to quality education in response to the needs of the community.

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 2,000 students each year.

Organizational Relationship
Reports to the Chief Academic Officer

General Statement
Under the direction of the Chief Academic Officer, assists with the coordination of the Community, Continuing and Contract Training Education department.

Terms of Employment
Annual: position July 1 – June 30
0.5 FTE (996 hours/year)
Leave in accordance with current TBCC Policy 312 and corresponding regulations.

Major Areas of Responsibility

I. Primarily responsible for assistance with the office management, faculty coordination, data collection and customer service related tasks of the Community Education, Continuing Education and Contracted Training Education at TBCC.

II. Assists with Community Education Department

III. Assists with Continuing Education Department

IV. Assists with Contracted Training Department

V. Demonstrate innovation and excitement for new ways that TBCC can be responsive to the community, and new students

VI. Growing FTE by accessing new populations and community penetration rates.
Specific Responsibilities

OFFICE
- Arranges class locations, dates and times
- Assist with registration information as needed
- Manage phone and inquiries
- Prepare course packets for faculty as needed to deliver the course in an efficient manner (copies, syllabus, evaluations)
- Manage Castle Branch procedures across multiple programs following policies and procedures
- Track and maintain partnership contracts and MOU’s
- Familiarity with the community education, continuing education, contracted training and driver’s education budgets
- Market and promote classes
- Enters data for CED/CEU course and instructor information in Catalog and Schedule
- Build Courses in Jenzabar
- Create systems for ensuring classes are built in WebForms and approved by the state for delivery
- Create driver’s education schedule and coordinate those classes
- Creating payment sheets for CEU classes
- Assist with the Program Review of Community, Continuing and Contract Training department
- Assist with the oversight, operation and growth of the entire department

FACULTY
- Recruit and hire Continuing and Community Education instructors
- Oversees training, compliance/accountability, and evaluation of adjunct instructors in the community education department
- Ensures that community education instructors meet the same level of qualifications, preparation, and guidelines as academic adjunct instructors

DATA
- Maintain records for accreditation as required
- Assist with distribution, compilation, and archiving of student course evaluations for programs of responsibility.
- Track all customized training/CE courses at the college and keep data on enrollments, FTE, student learning, and satisfaction of participating businesses as applicable
- Track all the trainings and FTE being generated and share information with the Institutional Planning and Research Analyst as necessary

CUSTOMER SERVICE
- Respond to student/instructor complaints
- Works closely with the Small Business Development Center and academic departments to meet otherwise unmet needs
- Problem solve issues as they arise with supervisor
- Represent TBCC as requested with local, state, and other groups as requested.

Other duties as assigned
Required Qualifications

- Associate’s degree or a minimum of three years’ experience in business related field
- Two years’ experience working in or managing an office setting, working with the public.
- Ability to deal with a variety of people under constantly changing circumstances, prioritize tasks with minimal direction, compose and prepare complex memos, reports, and correspondence.
- Ability to create effective systems that allow for seamless growth.
- Effective sales and marketing skills
- Effective internal and external communication skills
- Comfortable working with computers and using Microsoft Office applications.

NOTE: Some travel may be required including professional meetings. Occasional evening or weekend work.

Preferred Qualifications:

1. Bachelor’s degree OR a minimum of 5 years of experience in Business-related or Administrative/Office Management or related field.
2. Familiarity with desktop publishing applications.
3. Proficiency in Microsoft Word and experience in database applications.
4. Two years’ experience in an educational setting and familiarity with registration procedures, class scheduling, etc. with a basic knowledge of qualifications for instruction.

Knowledge, Skills, Abilities

1. Requires superb people skills, ability to multitask, and a calm demeanor, with a knack for productive collaboration across functional areas.
2. Strong writing skills.
3. Strong organizational skills.
4. Ability to work independently and in a self-directed manner.
5. Ability to handle multiple priorities in a multi-tasking environment.
6. Ability to carry out confidential tasks or manage situations with tact, sensitivity and discretion.
7. High degree of professionalism and service orientation with respect to the quality of work and interaction with others.
8. Flexible and able to coordinate multiple complex activities, set priorities and work independently under deadline with attention to detail.
9. Ability to work in an environment where ambiguity is not uncommon and where development and implementation phases may occur simultaneously.

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
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
Choose the staff application packet.
Candidate selected for hire must provide official academic transcripts.

**Position open until filled**
First Review of applications: July 22, 2019

**Compensation and Position Availability**
This is a 0.5 FTE halftime position (996 hours/year).
Compensation is $17.60/hour ($17,538/annual) Benefits in accordance with Board policy including 6% (full employer) paid PERS.