



# TILLAMOOK BAY

## COMMUNITY COLLEGE

**Position Title:** Resource Navigator

**Department:** Student Services

**Work type:** Full Time, 1.0 FTE

**FLSA:** Non-exempt; Hourly

**Term of Employment:** Full Time, Permanent

**Compensation Band:** Grade 15

**Annual Salary Range:** \$45,253 to \$64,519

**Initial Placement Salary:** \$45,253 to \$52,460 based on qualifications, experience, and internal equity. Higher salaries by approval of the President only.

**First Application Review Date:** 4/24/26

**Organizational Relationship:** Reports to the Director of Opportunity Programs

**Location:** Tillamook, OR

### **College and Area Information:**

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 nearly 2,000 students per year.

Tillamook, Oregon is the home of the famous Tillamook Creamery. Hiking, fishing, biking, and camping are a short car ride away. Tillamook County is nestled between the coast mountain range and the amazing Pacific Ocean, as well as many bays and rivers for fishing and water sports. The area is also home to several craft breweries. Tillamook has small town appeal with a friendly feel and is ready to be home to your next career and adventure.

### **Vision, Mission, and Values:**

*Vision:* TBCC is the educational center of our community: responsive, innovative, empowering, and invested in the progress of all.

*Mission:* TBCC serves our diverse community equitably through educational excellence, community collaboration, and opportunities for lifelong learning.

*Values:* Tillamook Bay Community College values and promotes student success through academic excellence and resourceful teamwork in an environment that is personal and friendly.

**Relationship-Oriented**  
**Innovative**  
**Student-Centered**  
**Equitable**  
**Scholarly Excellence**

**TBCC Equity Statement:**

Tillamook Bay Community College is enriched by diversity. Each individual uniquely enhances and strengthens our learning environment.

TBCC strives for equity and inclusion; committed to hiring and retaining diverse and dedicated faculty and staff who lead the way in helping our students expand their knowledge and potential.

**Resource Navigator:**

The Resource Navigator works under the direction of the Director of Opportunity Programs. This position is responsible for assisting students in applying for available local, state, and federal benefits and resources as applicable. This position will also refer students to additional internal and external partners for additional support. This position will organize, and staff, events to inform students and their families of new policies, involvement, resources, and responsibilities.

The Resource Navigator collaborates with other programs and committees to create a diverse, comfortable, and welcoming environment for all students. Performs all functions and activities within the guidelines and philosophy set forth in the TBCC Mission, Vision and Strategic Plan.

**Essential Job Functions:**

- Outreach and Recruitment
- Agency Partnership and External Resource Navigation
- Case Management
- Participation in the HB2835 statewide consortia

**Key Responsibilities**

*Outreach and Recruitment*

- Facilitate outreach and communication with students and partner agencies to foster an understanding of services and benefits.
- Organize events to inform students and their families of new policies, involvement, resources, and responsibilities.
- Communicate regularly with STEP, workforce, social service partner agencies, and other college departments with shared case management or direct referrals.
- Provide presentations at various community events and work with agency partners to identify student referrals.
- Attend community events to offer TBCC resources and information.

- Work with Tillamook County High Schools (Neah Kah Nie, Nestucca, and Tillamook School Districts) to inform, support and provide services to students and their families.
- Collaborate with the food pantry by supporting daily operations as needed.
- Conduct surveys and create tracking systems to gather opinions from students and their families.
- Visit classrooms to make students aware of available resources.
- Work with GED advisor to support students.

### **Agency Partnership and External Resource Navigation**

- Work with agency partners to learn about how to apply for auxiliary benefits such as housing, childcare, health care, etc.
- Be a liaison for other college staff/faculty on understanding external resources and services
- Set up information workshops, guest presenters, and resources related to community services
- Develop and maintain a broad base of knowledge relevant to college programs, career development, workforce development, Trade Adjustment Assistance, and college policies and services
- Refer students to appropriate resources for issues related to services required outside of the scope of the position, such as mental health

### **Case Management**

- Assist students in assessing and addressing barriers to education and employment opportunities.
- Track and monitor participant progress utilizing a proactive case management approach, intervening as appropriate to develop successful outcomes
- Maintain accurate student files, records and documentation.
- Provide regular input of participant contact, services provided, progress and outcomes into designated databases and spreadsheets
- Prepare required and regular reports on student progress.
- Work with the marketing department to create and develop fliers, presentations, and other materials needed for case management, outreach and communication.

### **Participate in HB2835 Consortia**

- Work with other HB2835 benefits navigators and programs across the state, to share best practices and continuously improve the ongoing development of the statewide consortium
- Attend required local and statewide training, participate in regular meetings and conference calls.

### **Information Sharing**

- Be able to communicate formally and informally with a wide range of contacts with diplomacy, friendliness, poise, and confidence.
- Participate in campus outreach events such as New Student Orientations, Welcome Week, etc.

- Assist students, faculty, staff, and community members with general questions pertaining to admissions, graduation, financial aid, registration, advising, and other student services.
- Use considerable discretion in the handling of confidential information.
- Organize and facilitate educational and informational workshops that benefit students.

### **Other Duties as Assigned**

- Participate in conferences, trainings, or educational workshops.
- Performs other related duties as required and assigned to accomplish the objectives of the position.

### **Knowledge, Skills, Abilities:**

- Knowledge of computer programs and integrated educational databases.
- Knowledge of student support programs and ability to make proper referrals.
- Knowledge, understanding, and strict adherence to Federal, State, and community college confidentiality rules and regulations, including FERPA.
- Skilled in Microsoft Office applications
- Skilled in listening, writing, and verbal communication.
- Skilled in accurate and detailed documentation.
- Ability to effectively conduct workshops, seminars, and training to a variety of constituencies.
- Ability to prioritize multiple tasks and follow through in a timely manner.
- Ability to resolve concerns quickly, with attention to detail, proper documentation, and follow-up, with limited guidance.
- Ability to work independently as well as collaboratively with colleagues.
- Ability to maintain a positive work environment that is welcoming and respectful.
- Ability to convey a pleasant and helpful attitude by using excellent interpersonal and communication skills to control sometimes stressful situations.
- Ability to work effectively and sensitively with individuals of diverse cultural, educational, and socioeconomic backgrounds and perspectives, and abilities.

### **Qualifications:**

#### **Minimum Qualifications:**

Associate degree and 3 years of experience in a related field (e.g. higher education, administrative office support, IT technical support, etc.)

Or

Any satisfactory combination of work, education, training, or experience relevant to the position.

Must be flexible with work hours and able to work evenings.

Must pass a pre-employment criminal history background investigation.

Must be able to lift and carry 25 pounds.

**Preferred Qualifications**

Bachelor's Degree in related field

Bi-lingual/Bi-cultural in English/Spanish

Knowledge of career development, career readiness, and professional development strategies and programs as applicable to higher education students

**Benefit Information:**

TBCC provides excellent benefits, including medical, dental and vision insurance, as well as paid leave, long-term disability and accidental death insurance. Paid leave includes vacation, sick, holiday and personal leave. TBCC pays all contributions to Oregon PERS, the employer and the employee portion. Tuition waiver is available for eligible employee, spouse, or dependents. Optional benefits include flexible spending, health spending, additional life insurance and other supplemental insurances as well as 403(b) retirement accounts.

**Equal Opportunity Employer:**

Tillamook Bay Community College does not discriminate on the basis of race, color, national origin, disability, sex, age, religion, height/weight ratio, marital status, gender, gender identity, sexual orientation, organizational affiliation, political affiliation or protected veterans with regard to employment, admissions, access to education programs or activities as set forth in compliance with federal and state statutes and regulations. Persons having questions about non-discrimination should contact Human Resources, 4301 Third Street, Tillamook, Oregon, Phone (503) 842-8222 ext. 1026.