

ESL Advisor (Part-Time)
Quinsigamond Community College

Direct Link: <https://www.AcademicKeys.com/r?job=244294>

Downloaded On: Sep. 13, 2024 2:20pm

Posted Sep. 5, 2024, set to expire Dec. 28, 2024

Job Title	ESL Advisor (Part-Time)
Department	Administrative
Institution	Quinsigamond Community College Worcester, Massachusetts
Date Posted	Sep. 5, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Part-Time/Temporary Staff Professional Staff
Academic Field(s)	Counseling Services Educational Services Multicultural Affairs/Diversity Student Services
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Job Description

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ESL Advisor (Part-Time)

Category: Part Time Non-Benefitted

Department:

Locations: Worcester, MA

Posted:

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Closes:

Type: Part Time

Position ID: 172206

General Statement

The ESL Advisor works with students, focusing on the ESL and International populations, to ensure their success upon enrollment and throughout the student lifecycle while at QCC. This includes, but is not limited to, articulating and planning short- and long-term educational and career goals, proper onboarding in group and individual sessions, connection to tutoring services, and liaison services with faculty and other support areas as needed. They also provide support to students by creating educational plans and troubleshooting with logistical and academic issues associated with enrollment and goal achievement, all while providing superb customer service with all students and college personnel. Students may be enrolled in non-credit ESL, credit ESL, or bridging out of ESL coursework. This position may also work with non-ESL QCC students during heavy advising periods.

Supervision Received

Reports directly to the Executive Director of Advising, Testing, Career and Transfer Services.

Supervision Exercised

None

Duties and Responsibilities

- Work closely with Testing Services and the ESL Coordinator to identify and work with students on completing the ESL assessment process; provide continued outreach to students as they move through the process to complete the assessment.
- Works collaboratively with Enrollment Services Offices, specifically Admissions, the Call Center, and Financial Aid, to resolve issues associated with initial enrollment at the institution. Serve as a liaison to all advisors and enrollment and student services offices as needed.
- Using a case management approach, assists students with the transition to college from non-credit and credit-bearing ESL coursework, collaborating with Workforce Development, Adult Basic Education programs and faculty in both areas, as well as community organizations as needed.
- Conducts outreach to students via phone, classroom visits, email and Starfish as needed to

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support their success.

- Collaborates with other offices around programming to further support student goals. This includes Disability Services, Tutoring Services, Admissions, Transfer Services, TRiO, Career Placement, Financial Aid, etc.
- As a member of the Advising Center, perform advising functions across the various campuses and locations, utilizing a variety of communication methods. This may include, but is not restricted to: individual appointments, group sessions, classroom presentations, email, Skype, Blackboard, Starfish, and outreach call-outs as needed.
- Conducts onboarding sessions, which will include initial outreach, leading sessions, working with students individually to create schedules, making short- and long-term plans for success with students as a part of the check-out process, and engaging in follow-up communication and meetings as needed.
- Meet with assigned students to assess their progress toward their stated goals, facilitating the creation of a comprehensive Academic Plan for all enrolled students. Engages students in retention interventions as needed.
- Provide proactive advising to a cohort of students enrolled in ESL classes as needed or assigned and/or serve as a liaison and resource to students and faculty of ESL courses or sections. Will also coordinate and communicate between credit and non-credit programs as needed with this population.
- Participate in intrusive outreach to student cohorts as assigned, which may include, but is not limited to: missed first class, Starfish flags/referrals, low midterm grades, probation/dismissal/reinstatement, incompletes, final grade outreach, cancelled classes, etc.
- Interpret degree audits, placement scores, academic policy and course offerings to assist students in learning how to create their schedules and register for classes. This includes teaching students (either individually or in groups) to access and interpret their own information on the Q and walking them through the self-registration process within the self-help area. Serve as a self-help area facilitator as needed.
- Maintain current knowledge and expertise in all academic programs. This requires attendance and participation in mandatory departmental and area trainings and updates, as well as reading QCC and NACADA publications and applicable scholarly research as needed.
- Participate in annual evaluations regarding performance of duties, resulting in continual improvement and continuous innovation of the student success and retention initiatives, while maintaining a high level of customer service to students and college personnel.
- Serve as a role model to students in all interactions and discussions.
- Staff meetings are required, and are held approximately once per month on Friday afternoons.
- Further training may be required for new initiatives, changing curricula, policies and procedures, and software training/updates.

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- Actively support the teaching and learning process; practicing honesty and integrity in and out of the classroom; strive to create and support a student-centered environment while fostering academic innovation and excellence.
- Work actively with other areas of the college to ensure a spirit of college wide collaboration, collegiality, civility, and teamwork. Respect the function of dissent in an academic institution while advancing a collegial atmosphere of campus collaboration.
- Embrace the ideals of diversity and inclusiveness and support the equal rights of all people by advancing the understanding and appreciation of differences including age, race, gender, ability, religious convictions, socio-economic status, ethnic heritage, or sexual orientation.
- Provide flexible, responsive and high quality service to all, be they students, community, or staff, and continuously assess processes and procedures and revise accordingly.
- Perform other duties as assigned.

Job Requirements:

Minimum Qualifications

- Master's degree or Bachelor's degree with Master's degree in progress
- Prior advising and/or career counseling experience working with a diverse student population in an educational setting or with ESL students in a higher education setting.
- Experience with student record and information systems.
- Knowledge of Microsoft Office.

Preferred Qualifications

- Experience in a community college setting.
- Strong oral and presentation skills.
- Demonstrated experience providing excellent customer service.
- Prior experience providing services to diverse populations, preferably ESL or international populations.
- Bilingual/multilingual (Spanish, Vietnamese, Portuguese, Albanian, Arabic preferred).

Additional Information:

Quinsigamond Community College is an affirmative action/equal opportunity employer and does not

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discriminate on the basis of race, color, national origin, ethnicity, gender, disability, religion, age, veteran status, genetic information, gender identity or sexual orientation in its programs and activities as required by Title IX of the Educational Amendments of 1972, the Americans with Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973, Title VII of the Civil Rights Act of 1964, and other applicable statutes and college policies. The College prohibits sexual harassment, including sexual violence. Inquiries or complaints concerning discrimination, harassment, retaliation, or sexual violence shall be referred to the College's Affirmative Action and/or Title IX Coordinator, the Massachusetts Commission against Discrimination, the Equal Employment Opportunities Commission or the United States Department of Education's Office for Civil Rights.

Quinsigamond Community College will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Diversity, inclusion, and equity are core values at Quinsigamond Community College. We are passionate about building and sustaining an inclusive, respectful, and equitable environment for all students, staff, and faculty. Every member on our college campus enriches our diversity. We support inclusion and are dedicated to ensuring equity in access to opportunities.

Quinsigamond Community College is an equal opportunity/affirmative action employer. Members of underrepresented groups, minorities, women, veterans, persons with disabilities, and all persons committed to diversity and inclusive excellence are strongly encouraged to apply.

Pre-Employment Requirements:

Candidates for employment should be aware that Quinsigamond Community College faculty and staff are required to be fully vaccinated for COVID-19. Accordingly, initial employment is dependent upon receipt and verification of full vaccination status records; details of how to fulfill vaccine record verification requirements will be provided during the hire and onboarding process.

QCC requires all students, faculty and staff to be compliant with our vaccination policy. For additional information on COVID19, please visit: <https://www.qcc.edu/HealthySafeCampus>

Successful applicants will be required to complete a Criminal Offender Record Information (CORI/SORI) request.

To apply, visit <http://qcc.interviewexchange.com/jobofferdetails.jsp?JOBID=172206>



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Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

Administrative
Quinsigamond Community College

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