

Academic Advisor (Academic Counselor - Grade 5)  
Academic Recovery  
Quinsigamond Community College

Direct Link: <https://www.AcademicKeys.com/r?job=256429>

Downloaded On: Jul. 18, 2025 4:48am

Posted May 1, 2025, set to expire Aug. 28, 2025

<b>Job Title</b>	Academic Advisor (Academic Counselor - Grade 5) Academic Recovery
<b>Department</b>	Advising, Testing, Career and Transfer Services
<b>Institution</b>	Quinsigamond Community College Worcester, Massachusetts
<b>Date Posted</b>	May 1, 2025
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Professional Staff Other Administrative Categories
<b>Academic Field(s)</b>	Educational Services Counseling Services
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**Job Description**

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**Academic Advisor (Academic Counselor- Grade 5) Academic Recovery**

**Category:** Professional

**Department:** Academic Affairs

**Locations:** Worcester, MA

**Posted:**

**Closes:**

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**Type:** Full Time

**Position ID:** 187691

**General Statement:**

The Academic Advisor position, which is housed within the Academic Advising Center, is responsible for providing proactive advising to assigned students. The position will ensure that first time, at-risk, first generation, and low-income students are provided special attention to successfully persist through their first year of college, with basic career, academic, and transfer advising, and working collaboratively with other areas in the College. Employing developmental advising techniques, which includes holistic and proactive advising, the advisor will work with assigned student caseloads to develop academic plans that help them stay on track to persist and graduate. The advisor will work closely with all staff in the Advising Center to ensure that students assigned to the Advising Center receive comprehensive advising and assistance with advising related tasks, such as registration. Other responsibilities may include participation in dismissal meetings, intentional retention initiatives, and advising and retention-based projects.

**Supervision Received:**

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

**Duties and Responsibilities:**

- Advise QCC students as they progress through their academic plans, including, but not limited to academic, career, and transfer advising, evaluating placement scores, evaluating students for general competencies, advising students on their academic plans, course sequencing, and selections, providing information about degree requirements and initial transfer requirements, monitoring academic progress, assisting with registration, adding, dropping, or withdrawing from classes, obtaining tutoring and academic assistance, participating in new student orientation, and coordinating advising and registration activities.
- Using a case management proactive advising approach, provide outreach to students regarding registration, general enrollment, and early alerts.
- Perform all functions related to academic and career planning. This includes but is not limited to providing information about academic programs, support services, and registration in individual and group sessions, career research and information, academic planning meetings, degree audit discussions, short- and long-term goals, early alert flag monitoring and dissemination, and articulation of policies and procedures.

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- Assist students with petitions, waivers, referrals, and other advising-related tasks and understanding of QCC policies.
- Participate in individual and group advising sessions, including First Year Experience presentations, by delivering sessions and working with students on advising needs.
- Work with student services departments and programs to provide options, referrals and alternative solutions for students who currently are facing obstacles and challenges; collaborate with internal and external resources to provide wrap-around services for students.
- Maintain collaborative working relationships with Student Affairs members, faculty and program coordinators to create supportive structures for student success.
- Follow and implement academic standards and policies including monitoring and using interventions for intentional student outreach (phone, in-person meetings, email communications, etc.) by responding to early alert flags raised by student support network partners (faculty, other advisors, program coordinators, etc. ), and providing data for outreach campaigns for at-risk students.
- Work with the Advising Center to develop retention tools and strategies; make recommendations for new processes and provide support to faculty in their retention efforts.
- Serve as a school liaison and attend identified school meetings as a resource for faculty and staff about advising practices and procedures.
- Assist the Associate Director of Advising with educating students and staff about the grade appeal process. Collaborate with the AD to triage and track students who are interested in appealing a final grade.
- In collaboration with the Associate Director, collaborate on academic recovery strategies, documents/materials, and implementation plan for students with GPAs under 2.0 and facing academic jeopardy.
- Research and identify best practices and strategies to help students who are struggling academically, examining available QCC resources that could be used for interventions.
- Develop and implement interventions tailored to individual student needs, such as tutoring, skill development, or more intrusive advising practices.
- In collaboration with the Associate Director of Advising, craft an assessment plan to track student progress, assess the effectiveness of interventions, and adjust plans as needed; prepare yearly or topical reports as requested.
- Using Navigate360, develop additional early alert strategies and implementation plans, communication plans, and surveys for students in academic recovery.
- Foster support programs and tools from the campus community by collaborating with departments/divisions such as instruction and student services and serving on various committees.
- Resolve complex student challenges by providing innovative solutions grounded in student

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development theory.

- Participate in organized advising and registration events, and advisor training and staff meetings.
- Use identified College-wide systems, such as Navigate, student information systems, and other software, to provide comprehensive advising services.
- Participate in annual evaluation of performance of duties.
- Maintains knowledge of QCC guidelines and program requirements; conveys college rules, regulations, policies and academic options with students to help facilitate student academic success.
- Responsible for developing professional relations with students that foster support and collaboration.
- Actively supports the teaching and learning process; practicing honesty and integrity in and out of the classroom; striving to create and support a student-centered environment while fostering academic innovation and excellence.
- Works actively with other areas of the college to ensure a spirit of college wide collaboration, collegiality, civility, and teamwork. Respects the function of dissent in an academic institution while advancing a collegial atmosphere of campus collaboration.
- Embraces the ideals of diversity and inclusiveness and supporting 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.
- Provides flexible, responsive and high-quality service to all, be they students, community, or staff, and continuously assessing processes and procedures and revising accordingly.
- Performs other duties as assigned.

**Job Requirements:**

**Minimum Qualifications**

- Master's Degree in counseling, education, human services, or related field.
- Prior advising and/or career counseling experience working with a diverse student population in an education setting or with multi-language learners in a higher education setting.
- Experience successfully planning, executing and evaluating programs and initiatives.
- Experience working on college retention efforts and student success initiatives.
- Three years of experience and/or training involving college admissions, academic advisement, career development, or program/project management; or an equivalent combination of education, training, and experience.
- Ability to communicate effectively and to work with a wide range of constituencies in a diverse community.

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**Preferred Qualifications**

- Experience working at a comprehensive community college.
- Effective oral and written communication skills.
- Experience with developmental or proactive advising.
- Experience with preparing and giving presentations.
- Experience with providing student support services.
- Bilingual or multicultural.

**Additional Information:**

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

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

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To apply, visit <http://qcc.interviewexchange.com/jobofferdetails.jsp?JOBID=187691>

**Contact Information**

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

**Contact**

Advising, Testing, Career and Transfer Services  
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