

**Enrollment Counselor**  
**Quinsigamond Community College**

Direct Link: <https://www.AcademicKeys.com/r?job=251893>

Downloaded On: Jan. 22, 2025 1:57am

Posted Jan. 21, 2025, set to expire Feb. 2, 2025

<b>Job Title</b>	Enrollment Counselor
<b>Department</b>	Admissions
<b>Institution</b>	Quinsigamond Community College Worcester, Massachusetts
<b>Date Posted</b>	Jan. 21, 2025
<b>Application Deadline</b>	02/02/2025
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Professional Staff
<b>Academic Field(s)</b>	Administration - Other
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**Job Description**

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**Enrollment Counselor**

**Category:** Administrative  
**Department:** Admissions  
**Locations:** Worcester, MA  
**Posted:**  
**Closes:** 2/2/2025  
**Type:**  
**Position ID:** 184726

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### **General Statement:**

Under general supervision, the purpose of the classification is to provide information, assistance, and guidance to prospective students regarding college programs, career exploration, and admissions. Employees in this classification perform administrative work. Classification is responsible for providing enrollment information/assistance and guiding through the enrollment process.

This position is responsible for assisting Quinsigamond Community College in meeting enrollment goals each year. This is accomplished through the formulation and execution of an Admissions strategic plan that includes targeted advertising; community outreach; and written, electronic, and telephonic communications. Performs related work as directed.

### **Supervision Received:**

Director of Student Recruitment and Outreach

### **Supervision Exercised:**

May supervise clerical support staff, part-time and student employees if assigned.

### **Duties and Responsibilities:**

- Provide information, assistance, and guidance to prospective students regarding college programs, career exploration, and articulation agreements with four-year institutions. Offer guidance to assist students in planning to meet their educational objectives; assist students in completing required forms for Admissions.
- Interact/communicate with students about the Admissions process and their status there within. Communicate with students via phone, email, walk-ins and appointments. Outreach to students to assist them to complete the Admissions and Enrollment process. Work with Enrollment Coaches to resolve student issues, answer questions, and increase yield.
- Provide assistance to international students in the completion of their admissions application, submission of documentation, and the visa process. Serve as a Designated School Official.
- Serve as a backup for the residency process and the tuition equity process for undocumented students.
- Work with colleagues from the Workforce Development and the Early College programs (Dual Enrollment, Attend College Early, and Gateway to College) in order to increase matriculation from these programs to QCC.
- Provide guidance to all High Demand programs about qualifications and status updates. Facilitate Health Information Sessions as needed.

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- Interact with various agencies/individuals, (i.e.- attends meetings, communicate with supervisor, colleagues, employees, other departments, students, faculty members, other educational facilities, the public, outside agencies, companies, and other individuals to coordinate activities, activities, review status of work, exchange information, or resolve problems).
- Perform administrative tasks associated with department activities. Collect, analyze, interpret, and report data.
- Coordinate work of direct reports. Instruct assigned staff in performance of duties according to established standards; prioritize, assign, review, and coordinate work; Assist with problem situations and provide direction.
- Maintain professional knowledge in applicable areas. Research new trends and advances in the profession; read professional literature; and attend conferences, workshops, and training sessions when possible.
- Perform administrative tasks associated with department activities (e.g.-scheduled Admission events).
- Be able to utilize reference materials; operate a computer and utilize desktop software; calendar; proprietary student information system (Jenzabar); or other software programs such as Microsoft Excel, Outlook, Word, PowerPoint, TEAMS.
- Work independently with little supervision; possess a self-motivated disposition.
- Work actively with other areas of the college to ensure a spirit of college-wide collaboration, collegiality, civility, and teamwork.
- Embrace the ideals of diversity and inclusivity and support the equal rights of all people by advancing the understanding and appreciation of differences including age, race, gender, ability, religious convictions, socioeconomic status, ethnic heritage, and sexual orientation.
- Must be able to work a schedule of 11:00 am - 7:00 pm Monday through Thursday and 9-5 on Fridays with flexibility of occasional office coverage in the morning shift, evening events, and occasional weekends.
- Perform other related duties as assigned.

### Job Requirements:

#### **Minimum Qualifications**

- Bachelor's degree with two (2) years' experience and/or training involving college enrollment, customer relations, or office administration; or an equivalent combination of education, training, and experience.
- Direct experience in servicing high school and college students with a diverse population.
- Experience with student record and information systems and/or complex record management

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systems.

- Experience in providing quality customer service.

### **Preferred Qualifications**

- Bilingual or multilingual
- Master's degree in closely-related higher education field.
- Experience in Higher Education at a professional level in the student services or student affairs.
- Have experience in recruitment, advising, transfer, job development, and/or career placement in a college setting.
- Demonstrated knowledge of workforce trends.
- Experience in a community college setting and/or high school setting.
- Successful experience in a position that required strong written and verbal communication skills, attention to detail, and independent work.

### 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



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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.

To apply, visit <http://qcc.interviewexchange.com/jobofferdetails.jsp?JOBID=184726>

### Contact Information

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

#### Contact

Admissions

Quinsigamond Community College

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