

Associate Director of Career and Transfer Services
Quinsigamond Community College

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Posted Mar. 11, 2025, set to expire Mar. 24, 2025

Job Title	Associate Director of Career and Transfer Services
Department	Career & Academic Advisement
Institution	Quinsigamond Community College Worcester, Massachusetts
Date Posted	Mar. 11, 2025
Application Deadline	03/24/2025
Position Start Date	Available immediately
Job Categories	Associate/Assistant Director
Academic Field(s)	Administration - Other
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Associate Director of Career and Transfer Services

Category: Administrative

Department: Career & Academic Advisement

Locations: Worcester, MA

Posted:

Closes: 3/24/2025

Type:

Position ID: 186228

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General Statement

The Assistant Director will implement the vision and direction for the Office of Career and Transfer Services, and will actively collaborate with office staff, college staff and faculty, and external partners and agencies to move toward realizing that vision. The Assistant Director of Career and Transfer Services is responsible for the implementation, of the overall direction of career and transfer services and projects aimed at increasing student success and access to QCC programs. Specific areas of concentration include: transfer and career services, articulation agreements, work-based or experiential learning, service learning and engagement, employment and job preparation, employer networking, credit for prior learning, and Chapter 74.

Supervision Received

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

Supervision Exercised

Responsible for the training, hiring, supervision, and evaluation of full and part-time staff working in Office of Career and Transfer Services.

Duties and Responsibilities

Leadership and Management

- Oversees the implementation of program operations for the Office of Career and Transfer Services under the direction of the Executive Director, which may include establishing departmental goals, priorities, strategic plans, student access to services, internal and external communications, and workflow.
- Manage the departmental budget, ensuring effective resource allocation, in conjunction with the Executive Director.
- Using an identified project management methodology, establish department protocols and timelines for managing multiple projects and programs, including project initiation and scoping, planning, execution, and closure.
- Provides frameworks for developing and utilizing technology systems that ensure integration and efficiency of transfer and career services.

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Transfer Services

- Provide oversight for transfer advising services, proactively ensuring students receive accurate information on transfer pathways and articulation or transfer agreements.
- Assist the Transfer Coordinator to establish and maintain transfer agreements and partnerships with four-year institutions.
- Assist in the implementation of a scholarship academy to prepare students for applying to large-sum and competitive scholarships.
- Develop policies to encourage students to seek transfer advising early in their academic journey.
- Oversee large-scale transfer initiatives in collaboration with area deans and faculty, in conjunction with the Executive Director and Transfer Coordinator.
- Develops tailored communication plans and other written materials customized for students, including maintaining specific sections on the Transfer Services website, developing content for social media, and contributing to unit publications.
- Assist in the organization and implementation of transfer fairs and information sessions to assist students in the transfer process.

Work-based, Experiential Learning, Service Learning and Engagement, Credit for Prior Learning

- Oversee career counseling services, including resume writing, interview preparation, and job search strategies.
- Implement and manage career development programs and workshops to enhance student employability and raise awareness among students about different employment or internship opportunities.
- Assist the Career Services Coordinator with the co-op process and related activities, including the development of employer relations, job and co-op advertisement, the management of an online network, and on and off-campus recruiting events.
- Research, develop, and promote credit for prior learning options for QCC students.
- Develops tailored communication plans and other written materials customized for students, including maintaining specific sections on the Career Services website, developing content for social media, and contributing to unit publications.
- Explore and integrate other work-based and experiential learning opportunities for students, including but not limited to, apprenticeship degrees, competency-based education, learn and earn programming, virtual internships, and micro-internships.
- Coordinate with other departments, such as the Workforce Development Center and external

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- affairs, to share industry contacts and collaborate on employer and industry engagements.
- Utilize the college's career interest assessment tool (Career Coach) early in the student journey to help students identify their career interests, thereby enhancing their commitment to and engagement with their chosen programs of study.
- Develop a college-wide strategy to utilize Career Coach more effectively, by documenting its usage and assessing its impacts.
- Develop strategies to enhance students' soft skills or work-readiness skills.
- Coordinate and enhance service learning and engagement opportunities for students, by collaborating with the Civic Learning Coordinator, other faculty, and school deans.
- Acts as a "super user" for Handshake and helps to maintain the system.

Student Engagement and Support

- Develop and implement strategies to increase student engagement with career and transfer services and collaborate with marketing and communications department to build College awareness of the office services and programs.
- Monitor and assess student satisfaction and outcomes related to career and transfer services, using data to inform continuous improvement.
- Advise students individually and in groups on career and transfer opportunities during peak times, assist Career and Transfer Services staff as needed.
- Prepare and publish newsletters to promote the services offered by the office.

Collaboration and Outreach

- Work closely with academic departments, faculty, and staff to integrate career and transfer services into the broader educational experience.
- Represent the department on campus committees, task forces, and external organizations, including the MA Department of Higher Education.
- Represent the College at events to develop and strengthen partnerships with universities, employers, and co-op site supervisors.
- Work with office of community engagement and academic divisions to share and receive contact information.
- Actively support 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

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academic innovation and excellence.

- Collaborate with Workforce Development and Academic Deans to develop strategies to expedite multilingual new Americans into high wage careers, meeting regional demand for multilingual learners in the workplace.
- Assist APR faculty authors with Lightcast Analyst trainings and data gathering to evaluate program viability and sustainability for labor market outcomes.
- Support the implementation of apprenticeship degree programs and competency-based education for career readiness and to ensure course transferability to our 4-year partners.
- Assist and position the College to offer industry-recognized microcredentialing opportunities for QCC students.

Assessment and Reporting

- Integrate assessment and evaluation processes into all related tasks within the Office of Transfer and Career Services. Address any gaps and close the loops based on the assessment and evaluation data.
- Work with the Executive Director Advising, Testing, Career and Transfer Services to (1) develop specific student learning outcomes (SLOs) for programs, services, and activities from the office and (2) develop a comprehensive assessment of these SLOs.
- Collect and analyze data on career outcomes and transfer success to assess the effectiveness of services and improve the office's operation and services based on data.
- Develop and implement a process for and practice of continuous improvement.
- Prepare and present reports on departmental activities, outcomes, and strategic initiatives to the supervisor and senior leadership.
- Ensure all operations of the Office meet local, state, and accreditation guidelines and compliance with institutional policies and accreditation requirements.

Professional Development and Innovations

- Maintain currency in best practices and pertinent information from relevant professional organizations such as Cooperative Education and Internship Association, National Association of Colleges and Employers, National Career Development Association, National Alliance for Partners in Equity, Work4Women, US Department of Labor Women's Bureau, National Student Clearinghouse, Campus Compact, MA Department of Higher Education, New England Transfer

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Association, MassTransfer Steering Committee, New England Association for College Admission Counseling, NACADA transfer branch and related organizations.

- Stay informed about current and emerging trends in career and transfer services; when appropriate, introduce and implement these innovative strategies to benefit students at QCC, including but not limited to apprenticeship degrees, competency-based education, and micro internships.

Other

- Work 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.
- Embrace 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.
- Provide flexible, responsive and high-quality service to all, be they students, community, or staff, and continuously assessing processes and procedures and revising accordingly.
- 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.
- Perform other duties as assigned.

Job Requirements:

Minimum Qualifications

- Master's degree.
- 5 years of experience in transfer and/or career services in higher education.
- Demonstrated success in developing and maintaining professional relationships with external partners, such as other higher education institutions, employers and professional organizations.
- Strong knowledge and use of technology applications, including use of an established student information system.
- Excellent communication and training skills.

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Preferred Qualifications

- Demonstrated working experience with special student populations such as non-traditional, English speakers of other languages, and students with disabilities.
- Fluency in more than one language.
- Demonstrated experience managing multiple projects.
- Excellent organizational skills and attention to detail.
- Demonstrated experience working effectively in a diverse community to meet the needs of diverse student populations.

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



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(CORI/SORI) request.

To apply, visit <http://qcc.interviewexchange.com/jobofferdetails.jsp?JOBID=186228>

Contact Information

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

Contact

Career & Academic Advisement
Quinsigamond Community College

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