

Executive Director of Advising, Testing, Career & Transfer
Services
Quinsigamond Community College

Direct Link: <https://www.AcademicKeys.com/r?job=258390>

Downloaded On: Aug. 5, 2025 11:38am

Posted Jun. 17, 2025, set to expire Aug. 30, 2025

Job Title Executive Director of Advising, Testing, Career &
Transfer Services
Department Academic Affairs
Institution Quinsigamond Community College
Worcester, Massachusetts

Date Posted Jun. 17, 2025

Application Deadline Open until filled
Position Start Date Available immediately

Job Categories Director/Manager

Academic Field(s) Administration - Other

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Job Description

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Executive Director of Advising, Testing, Career & Transfer Services

Category: Executive / Management

Department:

Locations: Worcester, MA

Posted:

Closes:

Type: Full Time

Position ID: 189208

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General Statement

The Executive Director of Advising, Testing, Career and Transfer Services works collaboratively with College Leadership, Academic Affairs, Admissions and Enrollment Management, and the Student Success Center to implement the institutional overarching vision for strong student engagement, retention, and completion strategies by leading the advising, testing, career, and transfer functions at the college.

The scope of work within the Academic Advising and Testing areas includes developing and assessing the philosophy and strategies for the institution's advising and testing components of student engagement; developing and implementing advising and testing staff training programs; supervising, hiring, and coordinating training for all advising personnel; ensuring goals and targets are met through peak enrollment and registration periods; providing consistent and quality communication with the students to promote student success; coordinating with Admissions and leading the Office of Career and Transfer Services to embed career and transfer advisement and exploration during the student on-boarding process, and throughout their entire college journey at QCC to help achieve the students' goals of seeking employment or transferring to other higher education institutions, leveraging principles of Guided pathways to place students into a meta-majors during their first semester and keeping them on track through intrusive or pro-active advising strategies; ensuring accurate advising information is available on the web/portal and assisting with targeted student success efforts. The Executive Director works closely with Academic Affairs Leadership Team and faculty to ensure the advising, testing, career and transfer team is updated on all matters connected to curriculum and program changes.

As Quinsigamond Community College works towards implementing a pro-active advising approach with specialized caseload management and related serves to foster student success and completion, the successful candidate will have experience implementing new and innovative advising processes, be able to build a team, leverage resources across Advising, testing, and the Office of Career and Transfer Services to ensure students' success after attending QCC, and serve as a champion of advising, testing, career and transfer services across the College, and collaborate with multiple partners throughout the Campus to provide students a seamless and comprehensive on-boarding and enrollment, transfer or job-seeking experience. The qualified candidate will be knowledgeable and have experience with best practices (NACADA) programming and be data driven when measuring outcomes and designing programs. The Executive Director will be able to use these practices and be nimble and creative in approach to provide services and support outreach.

Supervision Received

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Reports to the Associate Vice President of Academic Affairs.

Supervision Exercised

Provides supervision to full and part time personnel in Advising, Director of Testing, and Assistant Director of Careers and Transfer Services.

Duties and Responsibilities

- Establish career, transfer, and academic advising services which integrate the theories and best practices of student development, career development and academic advising
- Manage the operation of Advising, Testing, Career and Transfer Services, including the hiring, training, supervision of all full and part-time staff and scheduling of all services and activities. Specific areas include advising, testing process, career, and transfer planning, and front-desk operations
- Supervise the Associate Director of Advising to oversee probation and dismissal processes
- Designs, develops and coordinates outreach activities to student groups, parents, faculty and others as appropriate in order to provide integrated information on academic planning, testing, career and transfer services, and student success strategies
- Ensure the accurate and timely registration of new and continuing students and assignment of students to advisors each semester
- Further develop and implement a developmental advising approach with caseload management
- Use data to prioritize caseloads by focusing on at-risk student populations
- Ensure the quality of all advising programs and early alert processes to increase student success and retention
- Provide weekly statistics from the advising, testing, career and transfer to inform operational efficiency
- Ensure a high level of accountability, integrity, and compliance with all testing contracts, protocols, and procedures, including GED and HiSet
- Fold and integrate the testing process into a holistic and developmental advising experience
- Design and deliver professional development to the advising, testing, career and transfer and across campus as needed
- Analyzes enrollment, retention and advising data to inform decision-making about tools and technologies appropriate to support advising and retention efforts
- Design an advising syllabus and provide departmental assessment to create targets and goals
- Lead the Office of Career and Transfer in enhancing students' experiential learning experiences that include co-op, internships, and service learning.
- Assist in the integration of the new College SIS system and retention tool, such as Navigate 360,

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with advising services

- Collaborate with the Testing Office to expand opportunities for industry-recognized credential exams and Credit for Prior Learning assessments.
- Identify areas of alignment and opportunities within the Advising, Testing, Career, and Transfer Services Offices to support Academic Affairs' annual strategic priorities, including initiatives such as the new apprenticeship degree programs, the Center for Entrepreneurship, and strategic action plan for multilingual learners.
- Explore innovative approaches?such as micro-internships?to address the unique needs of QCC's diverse student population.
- Ensure the mission statements of all supervised offices are aligned with the College's Mission, develop relevant SLOs and plan and execute assessment and evaluation strategies to drive continuous quality improvements
- Lead the team to evaluate its external visibility and forge greater collaborations with external partners to enhance our services
- Ensure all process, procedures, and operations, including Credit for Prior Learning meet local, state, and accreditation rules and requirements
- Represent QCC at local, state, and national meetings and engage with relevant professional organizations as needed
- Develop, maintain, update, and disseminate both print and on-line manuals which include pertinent processes, procedures and information for areas of advising, and front-desk operations
- Provide input and recommendations to relevant college publications regarding testing, career, transfer and academic planning
- Effectively utilize technology to provide all services and information to students
- Participate in divisional and college-wide committees as related
- 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 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
- Ensure flexible, responsive, and high-quality customer service to all whom we serve, be they students, community or staff, and continually assess processes and procedures to revise accordingly
- Perform other duties as assigned

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Job Requirements:

Minimum Qualifications

- Master's Degree in Student Personnel Counseling or Administration, Guidance Counseling, Higher Education Administration or relevant degree.
- A minimum of 5 years of experience in academic advisement.
- A minimum of 3-5 years of experience working in higher education.
- Previous supervisory experience.
- Experience with Student Record and Information Systems.
- Working knowledge of Microsoft Office and comparable software applications.
- Demonstrated excellent oral and written communication skills.
- Strong organizational skills.

Preferred Qualifications

- Experience working in a community college in areas of advising, career and transfer planning and/or program development that worked to enhance student success.
- Experience in providing advising services utilizing the philosophy and principles of NACADA (National Academic Advising Association).
- Three to five years of management/supervisory experience.
- Experience with management in a collective bargaining environment.
- Experience developing and implementing training.
- Visionary, equity-minded, and being able to approach tasks holistically and analytically

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

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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.

To apply, visit <http://qcc.interviewexchange.com/jobofferdetails.jsp?JOBID=189208>

Contact Information

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

Contact

Academic Affairs
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