

Associate Director of Student Accessibility Services
Quinsigamond Community College

Direct Link: <https://www.AcademicKeys.com/r?job=262154>

Downloaded On: Sep. 9, 2025 5:25am

Posted Sep. 8, 2025, set to expire Sep. 14, 2025

Job Title Associate Director of Student Accessibility Services
Department Accessibility Services
Institution Quinsigamond Community College
Worcester, Massachusetts

Date Posted Sep. 8, 2025

Application Deadline 09/14/2025

Position Start Date Available immediately

Job Categories Associate/Assistant Director

Academic Field(s) Administration - Student Affairs

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Job Description

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Associate Director of Student Accessibility Services

Category: Administrative

Department: Accessibility Services

Locations: Worcester, MA

Posted:

Closes: 9/14/2025

Type:

Position ID: 192083

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General Statement

The Associate Director oversees the daily operations of the Student Accessibility Services office which provides academic accommodations and services for approximately 900 students to facilitate equal access to Quinsigamond Community College's educational programs and offerings. Under the general direction of the Director, the Associate Director serves as a back-up to the Director and exercises sound judgement and applies appropriate actions as defined by federal/state law and departmental policies and procedures. Manages faculty and student inquiries and concerns. Participates as an active member of various campus-wide committees as assigned; assists with collection of assessment data; delivers outreach programs to students, families, faculty, administration and staff; assists with the budget process; supports front office staff with note taking and test taking service provision. Supports the office in the use of accommodation software. The Associate Director will be responsible for seeing students when a disability-related issue exceeds the Coordinator level and needs to be resolved or referred on to the Director of Student Accessibility Services.

Supervision Received

The Associate Director of Student Accessibility Services reports to the Director of Student Accessibility Services

Supervision Exercised

The Associate Director supervises full-time Coordinators (MCCC unit members) and full-time front office staff (AFSCME unit members).

Duties and Responsibilities

- Assist with oversight of various aspects of the office supporting the operational and strategic goals of the office and serve as a back-up to the Director in the event of their absence.
- Supervise the activities of Student Accessibility Services including interacting and working effectively with individuals from diverse social and cultural backgrounds including students, faculty, staff, family, prospective students, and outside experts/agencies.
- Assist the Director in communication with faculty, staff, and community members through collaboration with partners in Enrollment and Student Services, participation on campus-wide committees, and as a liaison to assigned departments and community partners.
- Supervise and train Student Accessibility Services staff, including Coordinators, front office staff, and work-study students to increase productivity, professionalism, and proficiency.
- Provide trainings for part-time staff who support students registered with Student Accessibility

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Services, including, but not limited to, proctors, note takers, learning specialists, success coaches, and work study students, as well as assigning, monitoring, and reviewing staff activities.

- Involves frequent problem-solving, including the ability to navigate the complex relationships between learning outcomes, the needs of students with disabilities, pertinent case laws, and institutional mission.
- Serves as a resource for resolving conflicts and mediating disputes concerning appropriate accommodations and program adjustments between students and faculty/departments/schools.
- Assesses student needs and determines academic adjustments and auxiliary aids/services to reasonably and appropriately accommodate students in a manner that does not fundamentally alter the nature of the services, program, or activity.
- Develop outreach activities and collaborative projects, as well as the ability to trainings, both internal to QCC and to outside stakeholders, specifically community agencies and high school support staff.
- Provides consultation, collaboration, and disability advocacy with faculty and serves as a resource for information relative to accessibility, barrier analysis, and disability.
- Stays abreast of the Americans with Disabilities Act (ADA-AA), Section 504 of the Rehabilitation Act, and applicable federal and state laws.
- Represents Student Accessibility Services, Enrollment and Student Services, and/or the College at appropriate on/off campus events.
- Actively supporting the teaching and learning process; works to create and support a student-centered environment.
- Working actively with other areas of the College to ensure a spirit of college wide collaboration, collegiality, civility, and teamwork.
- Embracing and supporting the principle that "diversity is everybody's business" through the daily performance of duties and responsibilities.
- Providing flexible, responsive and high-quality customer service to all whom we serve, be they students, community, or staff, and continuously assessing processes and procedures to revise accordingly.
- Performing other duties as assigned

Job Requirements:

Minimum Qualifications

- Minimum 3-5 years of work experience, particularly in disability services provision or academic advising in higher education (or an equivalent combination of education and experience).
- Strong working knowledge of Americans with Disabilities Act (ADA), Section 504 of the Rehabilitation Act, and applicable federal and state laws.

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- Knowledge of current and practices related to disability services in a higher education setting.
- Experience recruiting, hiring, training, and supervising staff.
- Knowledge of assessment and strategic planning in a higher education setting.
- Demonstrated ability to foster collaborative partnerships across campus.
- Ability to communicate effectively in speech and writing, balancing professionalism, efficiency, and compassion.

Preferred Qualifications

- Master's degree in Education, Counseling, or related field.
- Master's Degree with a focus on disability studies, education, counseling or a related field, and 3-5 years of experience working with students in a post-secondary setting.
- Knowledge of the ADA, ADA-AA, Section 504, WCAG 2.1AA and current assistive technologies.
- Experience working with people with disabilities, interpreting clinical and medical documentation, and determining accommodations using the interactive process.
- Proficiency using AIM (or similar accommodations management system).

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=192083>

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Contact Information

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

Contact

Accessibility Services
Quinsigamond Community College

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