
Job Title	CTE Student Success Advocate
PVN ID	QB-2412-006608
Category	Instruction and Social Service
Location	QUEENSBOROUGH C. C.
Department	Academic Affairs-Perkins
Status	Full Time
Annual Salary	\$50,000.00 - \$50,000.00
Hour(s) a Week	35
Closing Date	Feb 06, 2025 (Or Until Filled)

General Description

Queensborough Community College is dedicated to academic excellence and rigor and to providing an affordable, high-quality education to pre-college, college, and lifelong learners. Our faculty and staff are committed to the holistic development of today's students in a nurturing and diverse environment that prepares them to be successful in a dynamic workforce. The College affirms its open admissions policy and its strong support of critical thinking, intellectual inquiry, global awareness, civic responsibility, and cultural and artistic appreciation. Queensborough proudly reflects the unique character of the local Queens community, the most diverse county in the United States.

The Carl D. Perkins Career and Technical Education Act is a principal source of federal funding to states and discretionary grantees for the improvement of secondary and postsecondary career and technical education programs across the nation. The purpose of the Act is to develop more fully the academic, career, and technical skills of secondary and postsecondary students who elect to enroll in career and technical education programs.

The CTE Student Success Advocate serves as the RISE Program Enrollment and Student Support Specialist. The RISE Program Enrollment and Student Support Specialist is responsible for managing and enhancing the enrollment process for Career and Technical Education (CTE) students in the RISE program. This role involves proactive engagement with students and faculty and providing consistent support to ensure student success. The RISE Program Enrollment and Student Support Specialist is instrumental in supporting CTE students and advancing the program's mission. This role offers a unique opportunity to make a positive impact on students' academic and career outcomes at Queensborough Community College.

This position will be funded by the Strengthening Career and Technical Education for the 21st Century Act (Perkins V).

The CTE Student Success Advocate will be a member of the R.I.S.E. (Road Interdependence and Student Excellence) team, the CTE Interdisciplinary Team and the Perkins Local Advisory Council.

This is a full-time, 35hr/wk. position and will run until June 2025, with potential for renewal annually. The full

fiscal year runs
from July 1st, 2024-June 30th, 2025.

Other Duties

- Coordinating CTE student enrollment in the RISE program by conducting short in-person or virtual presentations across freshman classes. This involves selecting appropriate classes, liaising with professors, and scheduling the visits
- Responsible for completing RISE enrollment for eligible CTE students by facilitating Intake Forms, creating Personalized Centered Plans, and guiding students through the Career Coach tool to help them choose the appropriate major
- Scheduling and organizing follow-up appointments with relevant RISE team members to support students' ongoing development and engagement once enrollment is complete
- Promoting the RISE program campus-wide by conducting regular outreach and promptly following up with students and departments to ensure program visibility and awareness
- Providing students with tailored guidance to help them select an appropriate CTE major. This includes arranging in-person or virtual meetings, email correspondence, and connecting students with additional resources through other campus offices as needed
- Running periodic reports in Salesforce to monitor enrollment statistics, assessing progress towards enrollment goals, and developing initiatives to boost numbers if targets are not met
- Streamlining processes to ensure all students receive consistent support, communication, and timely follow-up by implementing creative and efficient strategies
- Documenting all student interactions in Salesforce to maintain accurate and comprehensive records
- Presenting RISE services during orientation sessions and other informational events throughout the academic year, as well as supporting tabling efforts during Welcome Week to increase program visibility
- Play a key role in supporting the broader RISE team. This includes assisting with various team initiatives and providing general support as needed to ensure the program's success
- The Specialist should remain adaptable to evolving responsibilities as the program expands and its needs shift, taking on new tasks and adjusting workflows to accommodate growth and enhance student services

Qualifications

- Education experience: Minimum of a bachelor's degree from an accredited college or university in education, counseling, social work, or a related area.
- Strong organizational, interpersonal, and communication skills
- Commitment to fostering an inclusive and supportive learning environment for CTE students
- Ability to work independently and within a team, demonstrating flexibility as the program grows and needs evolve

Preferred Qualifications

- Master's degree in counseling, education, social work, or related field preferred.
- Experience in a higher education setting providing academic advisement or admissions-related services.

- Demonstrate understanding of college students' unique experiences from economically disadvantaged backgrounds.

This position requires proficiency in, or a willingness to learn:

- Salesforce: Used for tracking student interactions, managing enrollment data, and generating reports
- CUNYFirst: Accessing academic records and program information
- Microsoft Teams: Facilitating team collaboration and virtual meetings
- Outlook: Managing communication with students and faculty
- Calendly: Scheduling appointments with RISE team members

Knowledge and Learning Requirements:

The ideal candidate should be knowledgeable in, or open to learning about:

- QCC Academic Policies: Understanding Queensborough Community College's academic policies to provide students with accurate guidance
- RISE-Supported Programs: Acquiring knowledge of RISE-supported programs, including eligibility and specific program requirements
- Career Pathways: Gaining insight into various career paths available to students postgraduation to support informed academic and career planning