



POSITION VACANCY ANNOUNCEMENT
Counselor

Department	Student Services
Location	Main Campus, Johnson Building
Schedule	Monday – Friday, some weekend work as needed
Salary Range	\$44,000 - \$52,000
Position Type	Full-Time Permanent
Benefits	Full-Time Regular Benefits
Reports To	Vice President, Student Services
Application Deadline	September 23, 2026

Make a Difference

Help students turn goals into plans—and plans into credentials. As Pamlico Community College's Counselor, you'll provide academic, career, and personal guidance to current and prospective students while serving as a key point of contact for advising, student support, and college resources. This student-centered role works across Student Services and the College to strengthen student success, retention, completion, and career readiness.

What You'll Do

- Provide academic, career, and personal counseling to current and prospective students.
- Serve as the primary point of contact for Curriculum students by providing comprehensive academic advising, counseling, motivation, and support to promote student success, persistence, credential completion, and career readiness.
- Assess students' academic needs, educational goals, career interests, and prior academic experiences to develop appropriate educational plans and connect students with available college and community resources.
- Utilize predictive analytics, daily student progress data, and an intrusive advising model to identify and proactively assist students who are at risk of academic difficulty or experiencing course-level challenges.
- Monitor student academic performance; identify and assist students experiencing academic challenges; and initiate appropriate interventions, referrals, and follow-up services.
- Serve as Academic Advisor for Special Credit and Visiting Students.
- Provide exceptional customer service and serve as a resource for general inquiries regarding enrollment, admissions, academic programs, career pathways, college services, and student support resources.

- Conduct proactive outreach to students through phone, text, email, and other communication methods regarding important deadlines, campus events, college resources, weather announcements, and student success initiatives.
- Serve as the lead liaison for Watermark and assist students and staff with orientation, training, questions, and related processes.
- Assist students with accessing the College's online tutoring platform and other academic support services.
- Participate in student recruitment, enrollment, and retention activities, including registration, open houses, student orientations, outreach events, and other activities designed to promote college access and enrollment.
- Represent the College to prospective students, parents, local schools, and community partners to promote educational opportunities, career exploration, college planning, and postsecondary readiness.
- Assist with underserved student initiatives and grant-funded programs targeting high school students and other populations to promote college access, enrollment, academic success, and career exploration.
- Maintain a strong professional and collaborative relationship with NCWorks and other community partners to support workforce development, career services, and student employment opportunities.
- Collaborate with faculty, staff, administrators, and departments across the College to provide accurate information, coordinated student support, appropriate referrals, and timely follow-up.
- Maintain confidentiality in accordance with FERPA regulations and ensure the security, accuracy, and integrity of student information and academic records.
- Assist with the creation, maintenance, filing, processing, and archiving of student records and student record requests, as appropriate to the position.
- Process incoming admissions applications and assist with correspondence and admissions communications for new and returning students.
- Communicate and collaborate with the Registrar, Director of Financial Aid, and other appropriate personnel to complete reports, meet institutional deadlines, and support student services operations.
- Serve as a back-up in updating and maintaining student, term, and program information within CrossConnect and prepare reports as needed.
- Assist with the graduation process, including activities related to graduation preparation and the commencement ceremony.
- Attend and participate in College meetings, committees, workgroups, professional development activities, and staff development programs as assigned.
- Support College initiatives, programs, and special projects that advance student success, enrollment, retention, persistence, and credential completion.
- Participate in occasional evening and weekend activities as required.
- Perform other duties and responsibilities as assigned by the President or designee.

Minimum Qualifications

- Master's degree in counseling, Adult Education, or a related field. Candidates nearing completion of a master's degree in one of these fields may also be considered.
- Proficiency in Microsoft Word and Excel.
- Excellent written, oral, and interpersonal communication skills.

Preferred Qualifications

- Three to five years of professional experience in Student Services.
- Knowledge of integrated administrative software systems, with Datatel/Colleague experience preferred.
- Career Readiness Certificate (CRC).

AI & Emerging Technology Support

- Assist with the use and integration of AI systems and digital tools to support projects, operations, and programming.
 - Help others learn and use AI tools effectively through hands-on support, basic training, and modeling best practices.
 - Stay curious and engaged with emerging technologies that can improve efficiency, creativity, and engagement.

Why Join Pamlico Community College?

At Pamlico Community College, this role has a direct and visible impact on student access and success. You'll work closely with students, faculty, staff, and community partners in a collaborative environment focused on helping students navigate college, overcome barriers, and move toward completion and career goals.

How to Apply

Candidates should submit:

1. Completed PCC Employment Application
2. Transcripts (if applicable)
3. Resume or CV

The resume/CV is not a substitute for a completed application. Applications must include complete work history. Incomplete applications will not be eligible for consideration.

Pamlico Community College policy prohibits discrimination based on race, gender, color, creed, national origin, age, sexual orientation, or disability.