



Operation Support Specialist I (OSS I)- Department of Clinical Science, College of Medicine-Staff, California Northstate University, Elk Grove, CA

Title: Operation Support Specialist I (OSS I)- Department of Clinical Science
Classification: 1.0 FTE, Full-time, Staff, Non-exempt- hourly
Supervisor: Chair of Clinical Science.
Education: Bachelor's Degree
Salary: \$22-25.00/Hour
Location: Elk Grove Campus | 9700 W Taron Drive, Elk Grove, CA 95757

POSITION SUMMARY: This position will be responsible for the coordination of the Medical Skills Course including Standardized Patient activities and working with faculty, standardized patients, and students.

POSITION COMPETENCIES

1. Job Knowledge, Task Execution & Technical Competence

The ability to perform assigned duties accurately, efficiently, and consistently while following established policies, procedures, and regulatory requirements. This includes:

- Knowledge of job-specific processes, systems, and tools
- Accuracy and completeness in documentation
- Adhering to departmental and institutional SOPs and standards
- Following compliance requirements (HIPAA, FERPA, HR regulations, general privacy laws)
- Ability to complete routine and technical tasks with increasing independence
- Other duties as assigned.

2. Operational Coordination, Communication & Workflow Support

The ability to support smooth operations across departments by coordinating tasks, sharing information clearly, and maintaining workflow continuity. This includes:

- Coordinating information and tasks between units
- Providing timely updates, follow-ups, and status communication
- Assisting with handoffs, routing, processing, and preparation of materials or documentation
- Supporting faculty, staff, students, and internal stakeholders through clear and professional communication

Key Responsibilities include the following but not limited to:

- "Medical Skills Center" refers to any area used for medical skills sessions, including but not limited to: classrooms, OSCE rooms, simulation rooms, or laboratory space.
- Coordinates and performs standardized patient recruitment (including interviewing and securing necessary information from potential standardized patients)
- Coordinates the standardized patient schedule
- Assists with training of standardized patients for clinical simulation
- Assists with Medical Skills Center equipment use and operation as needed
- Sets up the Medical Skills Center for student sessions as directed



- Assists in the creation of Medical Skills materials as directed
- Assists medical skills and simulation experiences by overseeing set-up for standardized patient and simulation experiences; preparing the exam rooms environment to replicate the clinical setting; preparing equipment and standardized patients per scenario templates, which includes, but is not limited to, applying wounds, applying moulage, and using simulation technology to replicate clinical realism; preparing equipment for simulcasting, and assisting faculty with operation as necessary; returning all equipment and supplies to designated locations; and cleaning and return Medical Skills Center environment to pre-simulation conditions
- Assists with assignments/scheduling of students involved in Medical Skills or Simulations
- Troubleshoots and reconciles standardized patient payroll and accounts, i.e., daily work record, weekly timesheets, reporting records and time entry, as applicable
- Complies with Medical Skills Center policies and procedures for use of work spaces and to maintain Center security
- Assists with tracking Medical Skills inventory to anticipate equipment and resource needs
- Orients faculty and students to Medical Skills Center and equipment as needed
- Assists with Medical Skills Center tours for prospective students and visitors, promotes a positive image of educational facilities, and assists in ensuring that labs are engaged with the university and the community
- Coordinates student/faculty Basic Life Support (BLS) training as applicable
- Assists in Course Assessment
- Work with Dean and accreditation team in all aspects of functions and activities, including but not limited to gathering & presenting data relevant to demonstration of compliance with accreditation standards.
- Collate student and faculty research activities, publications, grants, and other research activities relevant to demonstrate student & faculty research of the accreditation standards
- Perform other duties and functions as assigned.

Required Knowledge, Skills and Abilities:

- Knowledge of physician education and training requirements
- Knowledge of medical terminology
- Excellent organizational, oral, written and interpersonal skills
- Ability to speak before audiences
- Ability to communicate effectively
- Ability to plan, recruit and train individuals to be standardized patients
- Keyboarding skills and advanced knowledge of computers and various software programs (including Word and Excel).; ability to orient and utilize a variety of software and applications related to the functions of the position
- Ability to work collaboratively with faculty, students, staff and parties outside of the university
- Ability to learn to operate Medical Skills lab equipment, simulators, and simulator software
- Ability to work independently, problem-solve, and make decisions that result in the delivery of high quality simulation
- Ability to perform duties outside of normal working hours when necessary

Qualifications:



- Bachelor's degree, minimum, but higher preferred
- Experience with electronic databases and word processing necessary
- Experience in higher education environment preferred
- Ability to work effectively in an inter-disciplinary environment

Qualities:

- Exceptional interpersonal communication skills
- Commitment to professional excellence

WORKING CONDITIONS: Working conditions for this role include a primary location located in an office environment, within an academic setting. The work environment may include business offices, lecture halls, research laboratories, clinical settings, and conference rooms.

- Interpersonal Relationships
 - Medium level of social contact. The role involves regular interaction with faculty, staff, students, and other accountants and auditors.
- Communicate via e-mail, telephone, and face-to-face discussions are required.

PHYSICAL DEMANDS : This position may involve prolonged periods of standing or sitting during. Some tasks may require fine motor skills and hand-eye coordination. Persons employed in this position must be able to hear and speak to exchange information in person or on the telephone. Employees must possess dexterity of hands and fingers to operate a computer keyboard and prepare documents and reports, as well as possess visual acuity to read, write, and view a computer monitor. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job includes close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

Applicants should submit:

- Cover letter of interest that addresses qualifications, experience, and career goals
- Resume/CV
- Names, addresses, and telephone numbers of at least three (3) professional references

Please submit your cover letter, curriculum vitae, list of references, and any additional information to hr@cnsu.edu with the subject: "OSS I – Department of Clinical Science"

Review of applicants will begin immediately and will continue until position is filled. All qualified candidates are encouraged to apply. For inquiries, please contact us at: e-mail: hr@cnsu.edu and/or telephone: (916) 686-7300.

California Northstate University is committed to providing equal employment opportunities to all employees and applicants, regardless of protected characteristics such as race, colour, religion, sex, national origin, age, disability, or veteran status.