Operation Support Specialist I (OSS I) – Office of Student Affairs and Admissions

POSITION TITLE: Operation Support Specialist I – Office of Student Affairs and Admissions
REPORTS TO: Assistant Dean of Student Affairs and Admissions
CLASSIFICATION: 1.0 FTE, Full time, Staff, Non-exempt, Monday-Friday
LOCATION: 2200 X St., Sacramento, CA
SALARY: $22 per hour

POSITION SUMMARY:
This position is responsible for providing administrative support to the College of Dental Medicine Admissions and Student Affairs team. This position works as part of a team in providing prospective and current student support and admissions services.

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:

1. Maintains task assignments and meet deadlines; perform as a team player in projects to meet set goals
2. Provide administrative support for Admissions and Student Affairs
3. Support the CNUCDM Wellness Program
4. Order and update office supplies, perform data entry, data collection, routine communications with applicants and students.
5. Support the preparation of Admissions and Student Affairs policies, and their implementation.

6. Scanning and filing documentation for Admissions and Student affairs.
7. Maintain confidentiality of student records
8. Review, schedule, and maintain calendars
9. Support Assistant Dean and Director in Admissions, Student Affairs, Outreach functions
10. Assist in the implementation and scheduling of CDM's hybrid Ombuds office sessions.
11. Helps organize and coordinate workshops to develop student's wellness and academic skills
12. Arrange inter-office communications, file POs and schedule meetings
13. Meet and greet visitors and applicants, direct/answer inquiries, arrange tours
14. Attend and support meetings as assigned, taking meeting minutes
15. Be responsible for phone calls and emails for basic admission questions and program information
16. Be trained for Data entry and maintenance in CAMS.
17. Work with the Dean and accreditation team in all aspects of accreditation functions and activities, including, but not limited to, gathering, analyzing, and presenting data to demonstrate compliance with WASC Senior College and University Commission (WSCUC), California Bureau for Private Postsecondary Education (BPPE), and Commission on Dental Accreditation (CODA) standards.
18. Collate student and faculty research activities, publications, grants, and other research activities relevant to demonstrate student & faculty research of the accreditation standards.
19. Other duties and functions as assigned in addition to the above job description listed for clerkship assistance.

Additional Requirements: Possession of a valid California Class C Driver's License may be required. Independent travel between work sites, or facilities may be required.

Knowledge and skills: Office practices and procedures; public contact techniques; office equipment operation; advanced data collection and compilation techniques; document formatting techniques; standard office automation software; automated and manual records management practices; clerical work methods review and measurement techniques; purchasing procedures; English usage and grammar

Qualifications:

- A Bachelor's degree or equivalent is required;
- Three years of experience in administrative support preferred
- Understanding of FERPA and HIPPA as these impact daily work.
- Organized and efficient.
- Proficient in the use of Microsoft office suite and able to learn other database skills. Must be self-motivated in the pursuit of continued development in software use
- Experience in higher education preferred
- Excellent written and oral communication skills
- Excellent typing and transcribing
- Strong organizational skills to perform and prioritize multiple tasks easily with excellent attention to detail

- Excellent interpersonal skills and the ability to successfully interact with faculty, staff, and students at California Northstate University and the community
- Ability to problem-solve with strong decision-making capability
- Demonstrated ability to work effectively in teams as well as independently
- Proven ability to handle confidential information with discretion
- Demonstrated ability to achieve high performance goals and meet deadlines
- Actively seeks opportunities and proposes solutions; forward thinker; Adaptable to the various competing demands/priorities

WORKING CONDITIONS

This position operates primarily in an office environment within an academic setting and may include work in clinical or classroom areas. The role involves regular interaction with faculty, staff, students, and external stakeholders, with communication conducted via email, phone, and in person.

PHYSICAL DEMANDS

This position requires prolonged sitting or standing, regular use of a computer, and occasional lifting of materials (typically up to 15–25 pounds). Duties involve basic hand coordination, as well as the ability to communicate effectively and perform tasks requiring visual 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 send application materials to the HR Department at hr@cnsu.edu, or California Northstate University, 9700 West Taron Drive, Elk Grove, CA 95757.

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