



Operations Support Specialist II (OSS II)- Office of Faculty Affairs–

Title: OSS II - Office of Faculty Affairs
Classification: Full-time, Non-exempt- hourly
Supervisor: Assistant Dean of Faculty Affairs
Education: Bachelor's Degree
Salary: \$25-29.00/Hour
Location: Elk Grove Campus | 9700 W Taron Drive, Elk Grove, CA 95757

POSITION SUMMARY: Reporting to the Assistant Dean of Faculty Affairs, the OSS II – Office of Faculty Affairs position provides administrative and operational support for the College of Medicine’s Faculty Affairs Office. The role includes coordinating meetings and committees, supporting faculty projects and programming, maintaining records and data, processing purchase orders and reimbursements, and communicating with faculty and campus partners. It also assists with faculty appointments, promotion activities, faculty development programs, mentorship initiatives, and governance committee support, working closely with multiple departments and committees across the College. The position ensures accurate tracking of faculty records, workloads, classifications, and committee terms, while maintaining a working knowledge of relevant policies and procedures to support documentation, data management, and reporting.

Position is responsible for Level I competencies and tasks and are also expected to independently perform Level II competencies with minimal supervision.

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



3. Quality Assurance, Compliance & Service Standards

The responsibility is to maintain accuracy, ensure compliance, and provide consistent service across all assigned functions. This includes:

- Producing work that meets quality, accuracy, and completeness expectations
- Identifying and correcting errors or inconsistencies
- Maintaining confidentiality and regulatory compliance (FERPA, HIPAA where applicable, HR and institutional policies)
- Providing responsive, professional service to all internal and external stakeholders
- Ensuring documentation and processes meet institutional and regulatory standards

4. Problem Solving, Judgment & Independent Decision-Making

The ability to recognize issues, analyze information, make informed decisions within scope, and escalate appropriately. This includes:

- Identifying problems or gaps in information or workflow
- Resolving routine issues independently
- Applying policies and procedures to determine appropriate actions
- Evaluating information and determining appropriate action
- Escalating issues that require higher-level review or authority

Key Responsibilities include the following but not limited to:

- Provide administrative support to the Office of Faculty Affairs and faculty committees.
- Maintain accurate records of faculty appointments, rank and promotions, classifications, workloads, committee terms, and historical records.
- Coordinate faculty promotion processes and governance elections.
- Serve as a contact for faculty, directing them to the appropriate resource for promotions, handbooks, committee terms, and appointments.
- Support faculty development programming and track participation.
- Develop and edit newsletters, reports, announcements, and presentations.
- Maintain College of Medicine webpages and digital communications.
- Draft faculty-wide communications and maintain faculty distribution lists.
- Support faculty reporting and leadership data requests.
- Coordinate Faculty Assembly meetings and faculty events.
- Assist with alumni engagement communications.
- Support College of Medicine events.
- Maintain confidentiality and compliance with faculty and student records, FERPA, accreditation standards, and institutional policies.
- Provide consistent, professional service to faculty, administrators, and accreditation stakeholders.
- Proctor student exams as needed.
- 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.
- Other duties as assigned



Skills and Qualifications:

- Bachelor's degree is required
- Experience in field preferred
- Experience working in higher education preferred
- Excellent editing and proofreading skills and attention to detail required
- Experience with Canva Pro and Adobe Creative Cloud Pro
- Must be advanced in Microsoft Suite computer program (Word, Excel, PowerPoint, etc.)

Qualities:

- Must be an excellent communicator
- Commitment to professional excellence
- Must be a self-starter, organized, and detail oriented

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.

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.

Applications will be reviewed upon receipt. For full consideration, candidates should provide curriculum vitae/resume with at least three references. All candidates are asked to provide a cover letter, articulating how their knowledge, experience, and beliefs have prepared them to function in support of California Northstate University's vision and mission statements.

Please submit your cover letter, curriculum vitae, list of references, and any additional information to hr@cnsu.edu with the subject: "OSS II –Office of Faculty Affairs"

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.