



## Operation Support Specialist II (OSS II) – Office of Medical Education

**Job Title:** Operation Support Specialist II (OSS II) – Office of Medical Education  
**Supervisor:** Direct: Assistant Director of Academic Progression  
Indirect: Assistant/Associate/Vice Dean of Medical Education  
**Job Classification:** 1.0 FTE, Full-time, Staff, non-exempt  
**Salary:** \$27-\$28/hr  
**Location:** 9700 West Taron Dr., Elk Grove, CA 95757- on site

**POSITION SUMMARY:** OSS II will monitor student progression through medical school and notify relevant administrators of at-risk as well as non-at-risk students. OSS II must be available to meet individually with students at all levels of medical education to help them assess academic needs and develop and implement individualized learning plans. Individual student support efforts will address a variety of needs. It is critical that successful hire collaborate and interact positively with staff, students, and faculty across several departments and be a liaison between offices as needed.

The position is responsible for Level I competencies and tasks and is 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

#### 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:**

- Meet with students one-on-one to discuss academic progress.
- Conduct thorough evaluations to assess student's academic progression data.
- Maintain records of CNUCOM student's Comprehensive Basic Science Exam (CBSE), USMLE (United States Medical Licensing Examination) Step 1, Comprehensive Clinical Science Exam (CCSE) and USMLE Step 2 scores.
- Monitor and audit student academic progress and identify students who are at risk of academic failure.
- Refer students to appropriate resources, such as tutoring and counselling services.
- Support students to navigate the medical school curriculum and policies.
- Administrative support to meetings and committees, including but not limited to minutes and documentation of committee decisions, follow up on key action items, and notification to students regarding the outcome of review.
- Maintain accurate and confidential records of student advising sessions.
- Proctor student exams as needed.
- Stay up to date on changes in medical education and healthcare.
- 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 and functions as assigned.

#### **Supporting Students Academically**

- Monitor student performance in courses and exams.
- Step in early to assist students who are struggling and provide solutions.



- Develop personalized academic plans, working with OSA for tutoring, extra time, or schedule adjustments.
- Order CCSE and CBSE exams through NBME and track purchase order (PO) processing.
- Prepare and present student cases for academic progression committee meetings.
- Ensure timely follow-up and implementation of committee decisions (probation, remediation, dismissal, or progression).
- Serve as a liaison between students, faculty, and leadership in academic decision-making.
- Maintain accurate student records that meet institutional and accreditation standards.

### **Advising & Student Support**

- Advise students on available accommodation (e.g., extended time, special testing needs).
- Advise students on exam timelines, academic milestones, and graduation requirements.
- Coordinate with different offices to ensure proper support for students with unique academic needs.

### **Exam & Study Coordination**

- Organize exam schedules for CBSE and Step exams.
- Share study plans, resources, and workshop information with students.
- Track exam completion and provide results and updates to faculty and committees.

### **Administrative & Records Management**

- Provide administrative support for academic committees, including preparing agendas and taking minutes.
- Liaison between Office of Student Affairs/Office of Academic and Career Advising and Office of Medical Education

### **Qualifications:**

- **Required:**
  - Bachelor's Degree
  - 1+ year experience and documented accomplishments working in academic services
  - 1+ year experience and documented accomplishments supporting student academic progress
  - Technical skills: Microsoft Office Suite; online database management
- **Preferred:**
  - Master's Degree
  - 2+ years' experience and documented accomplishments working in academic services
  - 2+ years' experience and documented accomplishments supporting student academic progress
  - 1+ years' experience as an educator
  - Demonstrated experience working with students with language barriers, disabled students, and students with low basic skills and/or low self-esteem.

### **Knowledge, Skills, Requirements:**

- Considerable knowledge of different learning styles and strategies.
- Considerable knowledge of curriculum content for professional/technical programs.



- Knowledge of available academic resources.
- Knowledge of assessment, testing, and the interpretation and application of test results.
- Skill in operating a computer and various supporting software packages.
- Ability to work with culturally diverse populations.
- Ability to effectively communicate in oral and written forms.
- Ability to build supportive, trusting relationships with students.
- Ability to work effectively with students, teachers, parents, and school administration.
- Experience in an educational environment working with students in small groups or individually.

**Qualities:**

- Exceptional interpersonal communication skills (e.g., with students, faculty, etc.)
- Commitment to professional excellence
- Focused on student success
- Solution-oriented

**WORKING CONDITIONS:** The employee works primarily in a standard office environment with adequate lighting and moderate noise levels. The position does not involve exposure to hazardous or significantly unpleasant conditions. Workspaces are located in air-conditioned facilities with tile, concrete, and carpeted flooring and include access to an adjustable workstation with ergonomic support as needed. Adequate parking is available. Work may occasionally require attendance at on-campus admissions events, orientations, or meetings outside of standard working hours.

**PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION:** 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.

**HOW TO APPLY:**

**Applicants should submit:**

- Cover letter of interest that addresses qualifications, experience and career goals (please include your reason of interest in working at California Northstate University)
- 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](mailto:hr@cnsu.edu), or California Northstate University, 9700 West Taron Drive, Elk Grove, CA 95757.

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