



Operation Support Specialist II (OSS II) – Office of Academic and Student Affairs

Job Title: Operation Support Specialist II (OSS II) – Office of Academic and Student Affairs

Division: California Northstate University, College of Health Sciences

Supervisor: Assistant Dean of Faculty and Academic Affairs

Job Classification: 1.0 FTE, Full-time, non-exempt

Salary: \$25-\$29/hr

Location: 2910 Prospect Park Drive, Rancho Cordova, CA 95670

Closing Date: Position open until filled.

POSITION OVERVIEW: The Operations Support Specialist II (OSS II) – Office of Academic and Student Affairs assist students in achieving educational, career, and personal goals through the effective use of institutional resources and by supporting strong student-advisor relationships.

This position is responsible for providing academic support services, including assisting with schedule planning, course recommendations, and identifying appropriate educational pathways for CNUCHS students. The OSS II also provides academic advising and support to students enrolled in CNU nursing programs, including assistance with academic planning, course sequencing, progression requirements, and identification of appropriate academic and student-support resources. The OSS II tracks student advancement and progression, maintains accurate student records, and supports case management efforts for students who do not meet academic requirements, including outreach and assistance to at-risk students.

In addition, the OSS II coordinates and supports application-related activities for undergraduate and post-baccalaureate CHS students preparing for their next educational steps. The role works collaboratively with advisors, faculty, and administrative staff including nursing faculty and program leadership, as appropriate, to ensure efficient delivery of student services and to support student success, retention, and program completion.

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



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:

Health Professions Advising (90%)

1. Provides general academic advising and advising for entry into graduate and post-baccalaureate health professional programs, including medical school, pharmacy school, dental school, nursing programs, physical therapy programs, and other health professions programs. Provides academic advising and support to students currently enrolled in CNU nursing programs, consistent with established curriculum, academic progression requirements, and University and program policies.
2. Assists nursing students with academic planning, course sequencing, registration-related questions, understanding program and progression requirements, and identifying appropriate University, faculty, and student-support resources. Refers nursing students to nursing faculty or



program leadership when matters require faculty-level, clinical, or program-specific academic guidance.

3. Refers advisees to workshops, faculty advisers and/or other resources as appropriate.
4. Leads workshops to support student academic and career success
5. Assists with course selection and prerequisites necessary to enter health professional programs by informing students of concentrations appropriate to enter these programs; post-baccalaureate program and graduate program exams (MCAT, DAT, OAT, GRE); letters of recommendation and evaluation forms; and how to gain experience in their chosen field.
6. Informs students of changing trends in medicine and allied health programs.
7. Provides educational and career advising for health and life sciences which will include:
 - Coordinates and leads co-curricular activities (eg. Interview and personal statement preparation workshops, professionalism, mindset and behavior workshops, etc.)
 - Assisting students in clarifying their career goals
 - Maintaining up-to-date knowledge and information about career options in the sciences, and health professions
 - Providing advising for internships, jobs and shadowing experiences
 - Developing and updating materials for workshops and handouts
 - Developing and updating web pages that provide career planning
 - Supports nursing students in identifying academic, professional development, and career-planning resources appropriate to their educational and professional goals.
8. Utilizing assessment results for all advising related programs and services and uses the feedback received to improve services as needed
9. Develops curriculum plans for students.
10. Works collaboratively with the Office of Academic and Student Affairs and the Registrar's Office to register, add, drop, and withdraw students from courses, including assisting nursing students with registration-related processes in accordance with applicable nursing program and University requirements.
11. Assigns faculty advisors to admitted students and supports coordination between nursing students and their designated nursing faculty advisors, as applicable.

Other Duties (10%)

1. Prepares reports and proposals, respond to inquiries from students and outside agencies.
2. Recommends methods and procedures to enhance operations, as appropriate to the unit.
3. Attends and supports meetings as assigned.
4. Work with the Dean and accreditation team in all aspects of accreditation functions and activities, including collecting, organizing, analyzing, and presenting data to demonstrate compliance with applicable accreditation and regulatory standards, including but not limited to those established by the WASC Senior College and University Commission (WSCUC), California Bureau for Private Postsecondary Education (BPPE), and California Board of Registered Nursing (BRN).
5. Collate student and faculty research activities, publications, grants, and other scholarly activities, as applicable, to demonstrate compliance with accreditation standards related to research and scholarly engagement.
6. Performs other administrative and miscellaneous job-related duties as assigned.



Minimum Qualifications

- Bachelor's degree and three years of student service experience or equivalent is required
- Master's degree preferred
- Proficiency in Microsoft Office: Word, Excel and PowerPoint; and Skype
- Exceptional interpersonal communication skills (with students, faculty, staff, public, etc.)
- Oriented towards student success
- Commitment to professional excellence
- Administrative experience
- Skilled in organizing and coordinator multiple tasks, projects and priorities.
- Ability to analyze course prerequisites, certification, and/or curriculum/graduation requirements.
- Ability to use independent judgment to manage and impart confidential information.
- Ability to gather data, compile information, and prepare reports.
- Ability to work effectively with diverse populations.
- Ability to communicate effectively, both written and orally.
- Ability to develop, plan, and implement short and long range goals.
- Skill in the configuration and use of computerized database programs.
- Ability to work in a team-based environment.

Applicants should submit:

- Cover letter of interest addressing qualifications, experience and career goals
- Current Resume
- Written statement addressing Inclusive Excellence (Diversity Initiatives) experience
- Unofficial transcripts of all college work (official copies will be requested if offered position)
- Names, addresses, and telephone numbers of at least three (3) professional references to be contacted by the Search Committee who can speak to a broad range of candidate's qualifications.

Send application materials to the HR Department at hr@cnsu.edu or California Northstate University, 9700 West Taron Drive, Elk Grove, CA 95757.

For department specific inquiries, please contact us by e-mail: damon.meyer@cnsu.edu or telephone: (916) 686-7300

Please note that while the main campus for California Northstate University is located in Elk Grove, CA, this position is located at California Northstate University, College of Health Sciences, in Rancho Cordova, CA.

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