



**Operations Support Specialist II (OSS-II) –
Office of Research and Community Engagement –
Staff - California Northstate University, Sacramento, California, USA**

POSITION TITLE : Operations Support Specialist II (OSS II)- Office of Research and Community Engagement

REPORTS TO: Associate Dean of Research and Community Engagement

JOB CLASSIFICATION: Staff, Full time, 1.0 FTE, Non-exempt

WORK SCHEDULE: Monday-Friday,

SALARY: \$25/28 per hour

Position Summary: Act as the central point of contact for external clients and internal team members in community-based oral health systems. Oversee and execute complex programs requiring communication and coordination of activities among multiple internal and external stakeholders. Ensure successful implementation, monitoring, and completion of program objectives, deliverables, and reporting requirements.

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

PROJECTS: This position will support the following projects:

1. Alta Regional Center Dental Desensitization Program

This project involves working with clients of the Alta California Regional Center (ACRC) who have developmental disabilities. The primary goal of the program is to reduce the need for sedation and general anesthesia during dental treatment. The program requires collaboration among CDM's Community Outreach Team, ACRC program and billing staff, purchase order and billing systems, behavior support specialists (BCBAs), CDM clinical staff, faculty, facilities personnel, billing systems, and the parents, caregivers, and staff of community organizations that provide personal, social, behavioral, and educational services to ACRC clients.

2. Sacramento First5/SETA Head Start Program

This project involves working with staff and clients in Head Start and Early Head Start programs run by the Sacramento Employment and Training Agency (SETA). It involves training and support for SETA staff, collaboration between CDM's Community Outreach Team, CDM's clinical staff, facilities, billing systems. It involves a multi-faceted approach to improving oral health of SETA clients including remote assessment, supported interventions by SETA staff, direct intervention by CDM staff in SETA sites, and dental treatment in CDM's clinics.



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:

- Mastery 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)
- Completing routine and technical tasks independently and correctly

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, OSHA, 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



- Gathering and evaluating relevant information to support decisions
- Escalating issues that require higher-level review or authority

Key Responsibilities include the following but not limited to:

- Coordinate and support the implementation of both programs described above, including tracking activities, timelines, deliverables, and follow-up actions.
- Work with multiple internal and external billing and payment systems, including ACRC Purchase of Service (POS) requisitions and payments, CDM's Axiom Electronic Health Record system, Medi-Cal prior authorizations and billing, and reconciliation of billing and payment transactions among these systems.
- Facilitate, monitor, and track program outcomes, data collection, deliverables, timelines, reporting requirements, progress updates, and follow-up activities for both programs.
- Coordinate activities, communications, and information among internal and external stakeholders to support the successful completion of program objectives and deliverables, including but not limited to the Office of Research and Community Engagement, Sacramento First 5 Commission, SETA, ACRC, CDM Clinics, and the Business Office.
- Develop and maintain effective working relationships with individuals from diverse organizations, professional disciplines, cultures, and backgrounds.
- Assist with the implementation of new processes, technologies, and program initiatives by coordinating activities and providing administrative and operational support to stakeholders.
- Travel to community partner sites for meetings, training sessions, monitoring activities, and program implementation efforts, and transport necessary supplies and materials as needed.
- Prepare reports, presentations, program documentation, and other materials for internal leadership, funding agencies, community partners, and regulatory or accrediting bodies, as required.
- Monitor program activities and performance data, identify issues or discrepancies, and communicate findings to appropriate stakeholders for review and resolution.

Physical Requirements

1. Position requires standing during the majority of working hours, bending, and occasionally lifting and/or moving up to 25 pounds.
2. Frequent use of hands and fingers to operate a keyboard, mouse, and telephone.
3. Specific vision abilities required by this job include vision to drive, vision to walk, close vision, peripheral vision, and ability to adjust focus.

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.

Qualifications

1. Bachelor's degree or equivalent desired
2. Experience in higher education desired
3. Demonstrated experience managing complex projects with minimal supervision.
4. Excellent written and verbal communication and interpersonal collaboration skills and experience.
5. Demonstrated excellent skills using Microsoft Office suite and other software systems.
6. Experience with dental billing systems desired.

Applications will be reviewed upon receipt. Candidates must provide a cover letter and resume and with at least three references. Candidates must articulate how their knowledge, experience, and beliefs have prepared them to function in support of this job title in the Office of Research and Community Engagement at CNSU College of Dental Medicine.

Please submit your cover letter, resume/CV, list of references, and any additional information to valerie.phillips@CNSU.edu OR hr@cnsu.edu. Review of applicants will begin immediately and will continue until position is filled.

Equal Employment Opportunity Statement:

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