



Operation Support Specialist III (OSS III)- Office of Institutional Effectiveness and Accreditation

Title: Operation Support Specialist III (OSS III)- Office of Institutional Effectiveness and Accreditation
Classification: Full-time, Non-exempt- hourly- Staff
Supervisor: Vice President for Institutional Effectiveness and Accreditation
Education: Bachelor's Degree
Salary: \$29-\$33/hr.
Location: Elk Grove Campus | 9700 W Taron Dr, Elk Grove, CA 95757- onsite

POSITION SUMMARY: This position focuses on 1) Assessment and evaluation of various methods of instruction (on- ground, in-person, online, and hybrid; 2) Collection of data to provide feedback and inform faculty development; 3) Accreditation related activities (sub change or any self-study) including writing, data visualization, and supporting on-going accreditation related activities; 4) Development of an academic dashboard (data visualization) for Offices of the Deans, VP of Academic Affairs and the President.

Position is responsible for Level I and Level II competencies and tasks and are also expected to independently perform Level III 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



2. 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

5. Organization, Prioritization, Time Management & Workload Planning

The ability to manage tasks, time, and workload effectively with minimal oversight. This includes:

- Prioritizing assignments based on urgency, deadlines, and impact
- Managing multiple responsibilities simultaneously
- Maintaining organized files, digital systems, and records
- Tracking deadlines, timelines, and progression of tasks
- Planning daily and weekly work to meet operational needs

6. Process Improvement, Innovation & Resource Development

The initiative to improve workflows, develop helpful tools, and contribute to greater efficiency and effectiveness across the institution. This includes:

- Identifying opportunities to streamline or improve processes
- Creating templates, checklists, forms, or reference materials
- Suggesting and implementing changes that enhance operations or user experience
- Supporting training, onboarding, or resource development
- Taking initiative beyond assigned duties to support continuous improvement

KEY RESPONSIBILITIES INCLUDE THE FOLLOWING BUT NOT LIMITED TO:

- Under the direction of the Vice President for Institutional Research, Quality, and Assessment, this position is responsible for assisting in the continuation of a robust institutional assessment and evaluation process that complements the institutional research efforts of the university.
- Draft substantive change reports to address the delivery of on-ground (in-person), hybrid, and distance education instruction and student services to meet the needs of students, faculty, and staff.



- Support the compilation of substantive change reports, midterm reports, reaffirmation of accreditation reports, etc. (e.g., reviewing and drafting documents, ensuring strong evidence, providing support for accreditation visits) for the maintenance of regional accreditation by working collaboratively with university constituents.
- Assist and serve on accreditation steering committee to provide ongoing accreditation support.
- Provide support for assessment efforts in student learning outcomes and programmatic evaluation (e.g., program review). Such assessments may include collecting and presenting usage, experience, and outcome data for evaluation to inform recommendation and decision making.
- Work with various reporting areas in the university and colleges to ensure strategic plans, program reviews, and other assessment processes align with the quality needs and expectations of regional accreditation.
- Ensure outcomes and evaluation rubrics in various areas of the university, including institutional service areas (e.g., operations, human resources, business service office, admissions, etc.), and academic areas (e.g., student affairs, student assessment) are updated, relevant, and reflective of general functions of the university and colleges.
- Assist institutional research efforts through data visualization for evidence-based decision making.
- Complete other duties and functions as assigned.

KNOWLEDGE AND SKILLS (REQUIRED):

- Conceptual, analytical, and negotiation skills are necessary, along with the capacity to solve complex problems by developing actionable recommendations.
- Engage others in a positive and supportive manner. Navigates interdepartmental issues utilizing diplomacy and tact.
- Capacity to analyze documents which involve policy, procedure, and reports.
- Possesses the technical writing skill to produce document drafts and develop recommendations for revisions.
- Capable of understanding the operational needs of others to develop practical and accomplishable workflows.
- Conceptually understands project management paradigms and project life cycles: planning and development, resource allocation, risk management, time management, quality management, monitoring and reporting, documentation, and record keeping.
- Ability to cope with and manage stress from high stakes work.
- Experience with institutional research, assessment, and evaluation
- Able to coalesce, analyze, and assimilate data into meaningful findings for subject matter experts with Microsoft Excel. Capable of interfacing with school database systems to pull high level reports.
- Excellent organizational skills to the effect of working under frequent interruptions; independently establishes priorities, anticipating job requirements, organizing workflow to achieve timely progress on multiple coinciding projects.

EDUCATION AND EXPERIENCE (REQUIRED):

- Strong proficiency with Microsoft Office Suite.
- Bachelor's degree and 5 years of relevant experience

PREFERRED QUALIFICATIONS:



- Experience working in an office or directly supporting executive and senior leadership.
- Current knowledge of Western Association of Schools and Colleges accreditation
- Master's degree

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, 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. Person 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.

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 submit your cover letter, curriculum vitae, list of references, and any additional information to hr@cnsu.edu with the subject: "OSS III – Institutional Effectiveness and Accreditation"

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.

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