Operation Support Specialist I – Dispensary, California Northstate University, Sacramento, California, USA

POSITION TITLE : Operation Support Specialist I – Dispensary

REPORTS TO : Business Office Manager

WORK SCHEDULE : 1.0 FTE, full time, non-exempt, Monday-Friday,

CLOSING DATE : Open until filled

SALARY : $26.50 per hour

POSITION SUMMARY: The California Northstate University is seeking an Operation Support Specialist I – Dispensary to support the dental simulation laboratories and clinical dispensary operations for the Doctor of Dental Medicine (DMD) program. This role is responsible for supplying, maintaining, and managing instruments, materials, and equipment used by dental students and faculty in simulation and clinical learning environments.

The incumbent supports clinic operations, infection control, and student learning by ensuring that dispensary and simulation lab environments are organized, stocked, compliant, and ready for instruction. The incumbent will be cross-trained with clinic dispensary and sterilization operations and must be flexible to adjust duties as operational needs change.

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
- Perform other related duties as assigned or requested.

Key Responsibilities include the following but not limited to:

- Order, receive, stock, and maintain dental supplies, instruments, and materials using digital inventory management systems.
- Prepare, arrange, and distribute supplies, instruments, and equipment for classes, simulation labs, and clinics to ensure on-time start of appointments and instructional sessions.
- Maintain accurate electronic tracking of items scanned out and returned to the dispensary.
- Maintain dispensary and simulation laboratories in a clean, organized, and orderly condition.
- Open and prepare dispensary and simulation lab areas for daily operations as assigned.
- Safely collect, disinfect, and transport contaminated instruments and equipment to the Sterilization Unit throughout the day.
- Assists with following up on dental lab cases, confirming that these cases are delivered, quality check is complete, and ready for patient's appointment
- Maintain a clear separation between contaminated (dirty) and sterilized instruments and materials.
- Maintain infection control standards by cleaning, sterilizing, and disinfecting instruments and equipment in compliance with OSHA, HIPAA, ADA, and Dental Board regulations.
- Dispose of single-use items according to established protocols.
- Utilize required personal protective equipment (PPE) and promptly report infection control concerns in a professional manner.
- Review and follow Instructions for Use (IFU) and Safety Data Sheets (SDS) for all handled materials, instruments, and equipment.
- Transport soiled instruments and equipment promptly to the Sterilization Unit; ensure instruments are immediately soaked and/or sprayed with appropriate solutions to prevent residue buildup or hardening that could impede effective cleaning and sterilization.
- Maintain adequate stock levels of sterile disposables, PPE, and dental materials for clinic and simulation lab use; monitor expiration dates and notify supervisor of reorder needs.
- Prepare solutions and materials in accordance with established handling and safety protocols.

- Maintain logs related to quality assurance, equipment operations, and sterilization processes.
- Maintain security of University property within assigned work areas.
- Participate in infection control audits, clinic audits, and other compliance activities as assigned.
- Take full mouth x-rays and CBCT
- Function chairside dental procedures as needed
- Notify students and/or Group Practice Leaders (GPLs) regarding overdue or missing items.
- Provide daily need lists to the Sterilization Unit to support next-day clinic operations.
- Assist with post-appointment workflow support by helping guide patients to the front desk after treatment is completed, as needed.
- Support students by facilitating smooth handoff to front office staff for check-out, payment processing, and scheduling of follow-up appointments.
- Coordinate professionally with front office staff to maintain efficient patient flow and minimize clinic delays.
- Provide front desk coverage as needed to support clinic operations, including basic check-in/check-out workflow, scheduling support, and general front office coordination, within scope of training.
- Complete and maintain required training, including Infection Control, HIPAA, and FERPA.
- Collaborate positively with students, faculty, and staff to support a safe and effective learning environment.
- Support the educational mission of the College of Dental Medicine by assisting with operational training related to dispensary workflows and clinic support functions.
- Follow University values and professional standards at all times.

Miscellaneous Duties:

- Perform other related duties as assigned or requested.

Training & Development

- Cross-training in dispensary and sterilization support functions according to CNU policies and procedures

Qualifications

Required

- High school diploma or equivalent.
- Strong organizational, time management, and communication skills.

- 2+ years of experience in a medical or dental clinic.
- Ability to work efficiently in a fast-paced academic clinical environment.
- Basic computer proficiency, including Microsoft Word, Excel, and database systems.
- Current X-ray License and Basic Life Support Certification required
- Dental Board approved 8 hour Infection Control Certification

Preferred

- Dental assisting, sterilization, dispensary, or dental clinic support experience.
- Experience with inventory control or digital supply management systems.
- Dental Assistant (DA) or Registered Dental Assistant (RDA) background preferred but **not required**.

Core Competencies & Qualities

- Professional, respectful, and dependable.
- Detail-oriented with a strong focus on safety and compliance.
- Adaptable and able to prioritize tasks as operational needs change.
- Ability to actively listen, follow directions, and work collaboratively.
- Understanding of the importance of patient and student safety in a clinical education setting.

Application Instructions:

Please submit your cover letter, resume/CV, list of references, and any additional supporting materials to **yer.thao@cnsu.edu or** HR@cnsu.edu with the subject line **"**The Operations Support Specialist I- Dispensary- Review of applications will begin immediately and continue until the 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.