



Operation Support Specialist I (OSS I) – Office of Curriculum

POSITION TITLE: Operation Support Specialist I (OSS I) – Office of Curriculum
REPORTS TO: Assistant Dean of Curriculum
CLASSIFICATION: 1.0 FTE, Full time, Staff Non-exempt,
WORK SCHEDULE : Monday-Friday
LOCATION: 2200 X St., Sacramento, CA - onsite
SALARY: \$22 per hour

SUMMARY: Reporting to the Assistant Dean of Curriculum, the OSS I – Office of Curriculum position provides administrative and operational support to the Office of Curriculum.

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

KEY RESPONSIBILITIES INCLUDE THE FOLLOWING BUT NOT LIMITED TO:

- Work collaboratively in a fast-paced environment that will require strong communication, problem-solving and organizational skills. Discretion and maturity are essential to maintaining confidentiality.
- Be aware of the University values by which we will all align: WE CARE (<http://www.cnsu.edu/>)
- Must be accomplished in utilizing and linking the following software programs: Microsoft Excel, Word, Outlook, Teams, OneDrive, SharePoint, Forms, and PowerPoint; Adobe PDF; Smartsheet; Qualtrics (survey tool); Must develop and maintain excellent skills in utilizing all teaching and learning software (example: Examsoft, Evalue, Canvas, Visio, and the electronic health record Axium). Must be self-motivated in the pursuit of continued development in software use.
- Will aid in the development of Course Proposal Forms utilizing syllabi for each trimester.
- Will follow up with other departments within the university and track communication, while notifying all related employees.
- Collaborate with the Administrative Assistant for Faculty and Student Affairs to create, submit, and track



Purchase Orders and Reimbursement Forms for processing.

- This will include handling of sensitive data for privacy.
- Will assist with the development of Process Guides as assigned.
- Assist with taking accurate Minutes and distributing Agendas for meetings.
- Proctor student exams as needed.
- Will keep the DCIA informed regarding all relevant matters.
- Must be able to apply regulations, by-laws, protocols and guidelines to all processes; must develop a deep understanding of HIPAA and FERPA regulations, as well as Credentialing requirements for Predoctoral dental programs (<https://www.ada.org/en/coda>) and WASC accreditation.
- 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
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

- Bachelor's Degree preferred. Experience in administrative support preferred.
- Understanding of FERPA and HIPAA as these impact daily work.
- Able to design a personal system for maintaining organization.
- Able to work efficiently on a day-to-day basis.
- Proficient in the use of Microsoft office suite and able to learn other database skills.
- Able to follow workflows and to prioritize requests.
- Able to pay attention to details.
- Must be a successful communicator with equitable collaboration skills.
- Able to take direction from others.
- Able to interact with students, supervisors, faculty, and coworkers in a professional and respectful manner at all times.
- Able to compile and organize data.
- Able to pivot between tasks.
- Willing to assist with other tasks as needed.

WORKING CONDITIONS

This position operates primarily in an office environment within an academic setting and may include work in clinical or classroom areas. The role involves regular interaction with faculty, staff, students, and external stakeholders, with communication conducted via email, phone, and in person.

PHYSICAL DEMANDS

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.

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, resume/CV, list of references, and any additional information to heather.hawkins@cnsu.edu or the HR Department at hr@cnsu.edu

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.

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