



Operation Support Specialist (OSS I) – Office of Curriculum California Northstate University College of Medicine

Title: Operation Support Specialist I (OSS I) - Office of Curriculum
Classification: Full-time, Staff, Non-exempt- hourly
Supervisor: Associate Dean of Curriculum
Education: Bachelor's Degree
Salary: \$22-\$25.00/Hour
Location: Elk Grove Campus | 9700 W Taron Drive, Elk Grove, CA 95757

Reporting to the Associate Dean of Curriculum, the OSS I – Office of Curriculum position provides administrative and operational support for the College of Medicine's Curriculum Office.

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
- Other duties as assigned.

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:

- Provide administrative support for the implementation and delivery of CNUCOM's curriculum.
- Support and maintain CNUCOM's learning management system (LMS); input data and edits, ensuring materials are accurate, complete, and up to date.
- Assist faculty in learning management system operations.
- Acquire NBME exams and assist with test data collection.
- Work with course directors to ensure learning materials are available to students for each scheduled session.
- Document curriculum activities through meeting minutes.
- Provide support to the Office of Assessment and Accreditation.



- Provide support to the Office of Research, including faculty support, PO and reimbursement submissions, and coordination of SDSSP.
- Assist the Chief Proctor in coordinating, arranging, and proctoring student exams.
- Proctor student exams as needed.
- Work with the Dean and Accreditation team to gather and present data relevant to accreditation compliance.
- Prepare reports related to learning management system and curriculum management system, and other pre-clerkship curriculum management and logistics areas, as assigned.
- Reserve classroom space for scheduled learning activities.
- Work with 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 Liaison Committee on Medical Education (LCME).
- Collate student and faculty research activities, publications, grants, and other research activities, as applicable, to demonstrate compliance with accreditation standards related to research and scholarly engagement.
- Perform other duties as assigned.

Skills and Qualifications:

- Bachelor's degree or experience in field
- Experience working in higher education preferred
- Attention to detail required
- Experience with Learning Management Systems/Databases (e.g., CANVAS) preferred
- Must be advanced in Microsoft Suite computer program (Word, Excel, PowerPoint, etc.)

Qualities:

- Must be an excellent communicator
- Commitment to professional excellence
- Must be a self-starter, organized, and detail oriented

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, curriculum vitae, list of references, and any additional information to hr@cnsu.edu with the subject: "OSS I –Office of Curriculum"

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.