



Operations Support Specialist I (OSS I)- Office of Research

Title: Operations Support Specialist I (OSS I) - Office of Research
Classification: 1.0 FTE, Full-time, Staff, Non-exempt- hourly
Supervisor: Associate Dean of Office of Medical Education
Education: Bachelor's Degree
Salary: \$22-25.00/Hour
Location: Elk Grove Campus | 9700 W Taron Drive, Elk Grove, CA 95757

POSITION SUMMARY: Reporting to the Associate Dean of Office of Medical Education, the OSS I – Office of Research position provides administrative and operational support for the College of Medicine's Office of Research and serves as the primary administrative contact. Pertinent administrative work includes but is not limited to committee support, event facilitation, data collection, purchase orders, reimbursements, outreach, and communications on behalf of the office to the college community. The incumbent will regularly collaborate with other departments, including the Office of Advising and Counseling, committee leaders, and student leadership to develop programming consistent with the needs and input of stakeholders.

OSS I- Office of Research will also be responsible for developing and maintaining and understanding of relevant regulatory and basic compliance aspects for appropriate application in documentation, data collection, and program development. Scope also includes supporting leadership with resolving issues of compliance and inefficiency, uncovering root causes, codifying workplace parameters, and developing scalable solutions. The role offers opportunities to share input and recommendations for systems improvement and programmatic changes.

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:

- Maintain historical records for the Office of Research. Types of documentation may include grants, scholarships, policies, student data, event programming, meeting minutes, and documentation of compliance.
- Create and maintain documented tracking systems for up-to-date relevant data in a standardized format for subsequent analysis by senior leadership and the Office of Assessment.
- Track and document the operational progression of initiatives and programs to inform leadership on the status of different tasks and objectives.
- Serves as the primary administrative support and administrative point of contact for the Office of Research. Examples include responding to inquiries from the college community, escalating and redirecting requests to the appropriate department, scheduling meetings, drafting meeting minutes, and completing forms such as purchase orders and reimbursements.
- Develop a high-level understanding of relevant regulatory and basic compliance aspects for appropriate application in documentation, including MSPE, data collection, and program development.
- Provides professional communication drafts for assistant deans which inform the COM community on updates from the Office of Research. Examples include flyers, event invitations, newsletter contributions, promotional material, and other office updates to the COM community.
- Ensures webpages and media specific to the office are up-to-date.
- Participates in exam proctoring and student event support as needed.
- Provide administrative support for the Faculty Research Committee, Student Research Committee, and relevant sub-committees.
- Facilitate event programming for monthly research seminars and for an annual university-wide Research Day event.
- Facilitates event programming for outreach initiatives, and the annual Medicine Summer Camp.
- Support the development of new programming for student and faculty scholarly engagement.
- Track and manage data for faculty and students such as scholarly output, grants, and scholarships. Produce annual data summaries on scholarly output of the COM community by calendar year and by individual students and faculty.
- Receive and track annual intramural grant applications and supporting documentation. Provide awardees with status updates and maintain a longitudinal record of funded projects.
- Work with students and the Business Office to complete research conference reimbursements.
- Provides reoccurring research data and informational updates for Board of Trustee Presentations and newsletters for the college community.
- Facilitate the annual collection of all M4 student scholarly achievements for student rank groupings and credits points based upon a pre-determined weighting system.
- Coordinate with completion of Medical Student Performance Evaluations (MSPE)/Dean's Letter, and assist faculty with final edits.
- Schedule meetings for the lead MSPE faculty members with the MSPE letter writers.



- Work with Media and IT teams to facilitate production of MSPE.
- Create Sharepoint folders for student information regarding their MSPE for faculty writers to access.
- Create PDF final documents and upload them to the Electronic Residency Application Service (ERAS).
- Assist students with submission of residency applications.
- 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 scholarly activities, as applicable, to demonstrate compliance with accreditation standards related to research and scholarly engagement.
- Serve as a proctor for CNUCOM examinations, ensuring adherence to testing protocols, maintaining exam security, and providing appropriate support to students during assessments.
- Other duties as assigned.

Skills and Qualifications:

- Bachelor's degree is required
- Experience in field preferred
- Experience working in higher education preferred
- Excellent editing and proofreading skills and attention to detail required
- Experience with Canva Pro and Adobe Creative Cloud Pro
- 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: 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, research laboratories, 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. Persons 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.

California Northstate University is committed to providing equal employment opportunities to all employees and applicants, regardless of protected characteristics such as race, colour, religion, sex, national origin, age, disability, or veteran status.

Applications will be reviewed upon receipt. For full consideration, candidates should provide curriculum vitae/resume with at least three references. All candidates are asked to provide a cover letter, articulating how their knowledge, experience, and beliefs have prepared them to function in support of California Northstate University's vision and mission statements.

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 Research"

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.