Operations Support Specialist I (OSS I)- Department of Clinical Education

Title: Operation Support Specialist I (OSS I) - Department of Clinical Education
Classification: 1.0 FTE, Full-time, Staff, Non-exempt- hourly
Supervisor: Chair of Clinical Education through the Clerkship Supervisor
Education: Bachelor's Degree
Salary: $22-25.00/Hour
Location: Elk Grove Campus | 9700 W Taron Drive, Elk Grove, CA 95757

POSITION SUMMARY: OSS I – Department of Clinical Education is a staff position responsible for coordinating third-year medical student (M3) clerkship activities. This involves collaborating with CNUCOM faculty, local community preceptors and their site coordinators. Duties also include providing support for accreditation-related CNUCOM functions.

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:

- Facilitate all clerkship-related activities for M3 students, including rotation assignments, scheduling, assessment support, didactic management, invoicing, and communication with preceptors and their administrative staff to ensure efficient student onboarding for the eight mandatory M3 clerkships.
    1. Emergency medicine (4-week rotations)
    2. Family medicine (6-week rotations)
    3. Internal medicine (6-week rotations)
    4. Neurology (4-week rotations)
    5. Obstetrics and gynecology (6-week rotations)

6. Pediatrics (6-week rotations)
7. Psychiatry (4-week rotations)
8. Surgery (6-week rotations)

- Support the development and implementation of existing and new clerkship sites for CNUCOM and assist in faculty recruitment.
- Maintain accurate rosters of CNUCOM-affiliated institutions and physicians, ensuring alignment with CNUCOM accreditation and reporting requirements.
- Maintain working knowledge of accreditation requirements of state, regional and national organizations as relevant for clerkships and support WASC (Western Association of Schools and Colleges) and LCME (Liaison Committee on Medical Education) accreditation activities.
- Serve as a proctor for CNUCOM examinations, ensuring adherence to testing protocols, maintaining exam security, and providing appropriate support to students during assessments.
- Provide administrative support to the CNUCOM dean/administrative-level and/or faculty positions, as assigned, including schedule maintenance, documentation preparation, event planning, and purchasing.
- Other duties as assigned.

Miscellaneous Duties:

- Perform other related duties as assigned or requested.
- 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.

Qualifications:

- Bachelor's degree is highly preferred.
- Experience in higher education or clinical settings preferred.
- High proficiency with computer software (Microsoft Outlook, Word, Excel, PowerPoint, etc...)
- Strong writing skills (memos, letters, meeting minutes).
- Experience with electronic databases and academic scheduling platforms (e.g., CAMS, MedHub) preferred.

Qualities:

- Exceptional interpersonal communication skills with excellent customer service
- Well-developed teamwork skills
- Commitment to professional excellence
- Attention to detail, prioritizing tasks and meeting deadlines
- Ability to successfully work under pressure
- Commitment to maintain confidentiality as required by FERPA, HIPAA, and other regulations

Reporting:

The *OSS I* will report to the Clerkship Supervisor and be accountable to the Chair of Clinical Education, collaborating with M3 clerkship directors and M3 Director, and other CNUCOM faculty.

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 –Department of Clinical Education"

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.