



## Operations Support Specialist II (OSS II) – Office of Student Affairs and Admissions

**Job Title:** Operations Support Specialist II (OSS II) – Office of Student Affairs and Admissions  
**Supervisor:** Director of Student Affairs and Outreach  
**Job Classification:** 1.0 FTE, Full-time, non-exempt  
**Salary:** \$25-\$29/hr  
**Location:** 9700 West Taron Dr., Elk Grove, CA 95757  
**Closing Date:** Position open until filled.  
**Benefits:** Per California Northstate University employee benefits

**POSITION SUMMARY:** Under the direct supervision of the Director of Student Affairs and Outreach, and indirect supervision of the Assistant Dean of Student Affairs and Admissions, the OSS II will implement and support the student affairs operations and functions within the Office of Student Affairs and Admissions to ensure tasks are completed.

The position is responsible for Level I competencies and tasks and are also expected to independently perform Level II competencies with minimal supervision.

### 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

#### 3. Quality Assurance, Compliance & Service Standards

*The responsibility is to maintain accuracy, ensure compliance, and provide consistent service across all assigned functions. This includes:*



- Producing work that meets quality, accuracy, and completeness expectations
- Identifying and correcting errors or inconsistencies
- Maintaining confidentiality and regulatory compliance (FERPA, HIPAA where applicable, HR and institutional policies)
- Providing responsive, professional service to all internal and external stakeholders
- Ensuring documentation and processes meet institutional and regulatory standards

#### **4. Problem Solving, Judgment & Independent Decision-Making**

*The ability to recognize issues, analyze information, make informed decisions within scope, and escalate appropriately. This includes:*

- Identifying problems or gaps in information or workflow
- Resolving routine issues independently
- Applying policies and procedures to determine appropriate actions
- Evaluating information and determining appropriate action
- Escalating issues that require higher-level review or authority

#### **KEY RESPONSIBILITIES INCLUDE THE FOLLOWING BUT NOT LIMITED TO:**

- Participate in the planning and execution of major internal COM events (such as M1 Orientation, M2 Refresher Orientation, White Coat Ceremony), and external/outreach events (e.g. Advance in Medicine Summer Camp, and COM campus visits for selected local school students.)
- Participate in the planning and execution of COM aspects of university internal and outreach events (e.g., CNU Commencement, CNU Open House, Celebrando Health Fair, and the East West Health Fair, etc.)
- Implement, maintain, and update as needed the COM Student Attendance Tracking Program.
- Attend meetings of the COM Student Affairs and Wellness (SAW), and the COM Awards Committees, serving as a non-voting member to represent the OSA.
- Work with the Director of Student Affairs and Outreach to support the SAW Committee, including coordination and participation in student-planned events.
- Support the Director of Student Affairs to develop and maintain outreach materials, including COM swag, website content, informational brochures, and flyers.
- Work with the Director of Student Affairs and Outreach to support the Student Body Council (SBC) and Student Interest Groups (SIGs).
- Respond to and/or redirect student inquiries accurately and appropriately.
- Work with the Assistant Dean of Student Affairs and Admissions and Director of Student Affairs to support the Office of Accreditation and Assessment in designing, administering, and reporting results of student surveys (e.g., student services, outreach, student satisfaction, student progress, etc.)
- Participate in activities related to LCME, BPPE, and WASC accreditation, including but not limited to data gathering and response projects in accordance with accreditation standards.



- Assist the Director of Student Affairs and Outreach to support the COM Alumni Association by enrolling and communicating with alumni, and contributing to the preparation and distribution of the COM Alumni Newsletter.
- Lead campus tours for prospective students and community members.
- Provide proctoring support for exams as needed.
- Prepare and submit Purchasing Orders relevant to OSA, SAW, and/or SBC/SIGs, as needed.
- Ensure timely completion of assigned tasks and meet deadlines consistently.
- 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.

#### **Qualifications:**

- Bachelor's Degree
- Technical skills: Microsoft Office Suite; online database management, Zoom, DocuSign, social media
- **Preferred** - Experience and documented accomplishments working in an admissions and student services office

#### **Qualities:**

- Exceptional interpersonal communication skills (e.g., with perspective students, students, faculty, staff, etc.)
- Strong customer/applicant/student focus
- Attention to detail
- Trustworthy to handle confidential information
- Excellent teamwork skills
- Strong communication, both orally and in writing
- Excellent time and project management skills
- Plan and implement programs, short- and long-term goals, and procedures
- Commitment to professional excellence
- Oriented towards student success

**WORKING CONDITIONS:** The employee works primarily in a standard office environment with adequate lighting and moderate noise levels. The position does not involve exposure to hazardous or significantly unpleasant conditions. Workspaces are located in air-conditioned facilities with tile, concrete, and carpeted flooring and include access to an adjustable workstation with ergonomic support as needed. Adequate parking is available. Work may occasionally require attendance at on-campus admissions events, orientations, or meetings outside of standard working hours.



**PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION:** 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.

**HOW TO APPLY:**

**Applicants should submit:**

- Cover letter of interest that addresses qualifications, experience and career goals (please include your reason of interest in working at California Northstate University)
- Resume/CV
- Names, addresses, and telephone numbers of at least three (3) professional references

Please send application materials to the HR Department at [hr@cnsu.edu](mailto:hr@cnsu.edu), or California Northstate University, 9700 West Taron Drive, Elk Grove, CA 95757.

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