



Operation Support Specialist (OSS II)- Office of Human Resources

California Northstate University, Elk Grove, California, USA

POSITION TITLE: Operation Support Specialist (OSS II)- Office of Human Resources

REPORTS TO: Human Resources Manager

SALARY: \$25.00 - \$29.00 per hour

JOB CLASSIFICATION: 1.0 FTE, full-time, non-exempt, Staff

WORK SCHEDULE: Monday - Friday

EDUCATION: AA or Bachelor's (Required) and Experience.

LOCATION: ELK GROVE, CA 95757

POSITION SUMMARY: The OSS II – Human Resources Office provides administrative and operational support to the Human Resources Manager in daily HR functions, including onboarding, payroll and personnel updates, recordkeeping, and HR communications. The role requires coordination with faculty, staff, students, and administrators and involves maintaining accurate employee records and supporting HR office operations in a confidential and professional manner.

California Northstate University operates across multiple locations, including Elk Grove, Rancho Cordova, and Sacramento, CA. The OSS II position may require periodic travel between campuses to support onboarding, HR operations, and employee support functions

The position is responsible for Level I competencies and tasks and is 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
- 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



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:

- Assist in the day-to-day operations of the Human Resources Office
- Provide operational support on HR projects including talent management, performance management, onboarding, and employment law compliance
- Assist with recruitment, onboarding, and new hire orientation processes
- Monitor the Human Resources Office email daily and process employee requests, inquiries, and HR-related documentation in a timely manner
- Maintain and process unemployment notices, claims, and related documentation in a timely and efficient manner
- Monitor tardiness and absenteeism reports and assist with ensuring appropriate documentation and follow-up are completed
- Assist with employee relations matters and workplace issue resolution
- Assist in the development and implementation of HR processes, policies, procedures, and systems
- Liaise with employees, supervisors, managers, and departments regarding HR-related questions and problem resolution
- Assist in maintaining compliance with applicable federal, state, and local employment laws and regulations
- Ensure compliance with USCIS Form I-9 Employment Eligibility Verification requirements and assist with periodic I-9 audits
- Distribute, track, and monitor employee performance evaluations to ensure timely completion
- Maintain and monitor workers' compensation files and assist with follow-up on open claims
- Monitor employee eligibility for benefit plans and assist with enrollment, changes, and cancellations
- Assist with annual open enrollment communications and benefits administration processes



- Assist with COBRA administration for applicable group health plans
- Maintain HR records and personnel documentation in electronic systems in accordance with recordkeeping requirements while ensuring the confidentiality and organization of employee files
- Track, monitor, and collect data related to required employee trainings and compliance completion to ensure accurate reporting and regulatory readiness.
- Perform other duties as assigned

SUPERVISORY RESPONSIBILITIES: None

Skills and Qualifications:

- AA,BS or BA
- Experience in Human Resources is preferred; strong working knowledge of state and federal HR laws
- 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.)
- Possession of a valid California Class C Driver's License. Independent travel between work sites, or facilities may be required.

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 occasionally require work in classroom, clinical, or campus operational areas. The role involves frequent interaction with faculty, staff, students, administrators, and external agencies or vendors. The position regularly communicates with higher-level administration and supports HR-related operations across multiple university departments and campuses. Communication is conducted through email, phone, virtual platforms, and in-person interaction. Periodic travel between university campuses may be required for onboarding, meetings, and operational support functions.

PHYSICAL DEMANDS

This position requires prolonged periods of sitting and computer use, as well as occasional standing, walking, bending, and carrying materials. Duties may involve lifting or moving materials typically up to 15–25 pounds. The role requires effective verbal and written communication skills, visual focus for reviewing documentation and electronic records, and manual dexterity sufficient to operate standard office equipment and computer systems.

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 II –Office of Human Resources"

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.