



Operation Support Specialist I (OSS I)– Office of Experiential Education

POSITION TITLE: Operation Support Specialist I (OSS I) – Office of Experiential Education
REPORTS TO: Assistant Dean of Experiential Education.
CLASSIFICATION: 1.0 FTE, Staff, full time, non-exempt, Monday- Friday
LOCATION: Elk Grove, CA - onsite
SALARY: \$22-25 per hour

POSITION SUMMARY:

The Operational Support Specialist I (OSS I) – Office of Experiential Education position, based in the College of Pharmacy (COP), is a full-time, non-exempt staff member responsible for providing assistance to the Office of Experiential Education (OEE). This staff member will also work closely with the Office of Experiential Education team members. They will also collaborate with faculty, staff, and preceptors within the University and the community to deliver a high-quality educational experience. This position will report to the Assistant Dean of the Experiential Education 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 support to all college faculty on academic-related tasks such as grading and entering



academic and health data on relevant databases.

- Provides support to staff on all college-related tasks as assigned.
- Collaborate with college staff in proctoring exams for students. Performs office duties related to scanning, organizing, and filing documents.
- Ongoing maintenance for student onboarding materials, competencies, immunizations, licensing, etc.
- Maintain and monitor supplies for faculty for the Experiential Education team.
- Maintain a record of all EE expenditures - purchase orders, reimbursements, and budget accounts.
- Attend meetings and prepare minutes for the Office of Experiential Education.
- Maintains and manages files on shared folders.
- Supports activities based on the Assistant Dean and Director's direction.
- Assists with planning, implementation, and hosting preceptor events and programs implemented by the Experiential Education team.
- Serve on college and/or university-wide committees as assigned by the Dean.
- Work with the 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 Accreditation Council for Pharmacy Education (ACPE).
- 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.
- Assist with College and University events as requested.
- Other duties as assigned.

Qualifications:

- At least 1 year of administration experience
- Skill in organizing and prioritizing work activities efficiently and in a timely manner.
- Ability to analyze information and develop streamlined processes to improve work initiatives.
- Ability to establish and maintain effective working relationships.
- Proficiency in Microsoft Office, including Word, PowerPoint, and Excel.

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.

HOW TO APPLY

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

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

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.