# Operations Support Specialist I (OSS-I) –

# Staff - California Northstate University, Sacramento, California, USA

**POSITION TITLE :** Operations Support Specialist I (OSS-I)

**REPORTS TO :** Dr. Paul Glassman

**CLASSIFICATION:** Staff, Full time, 1.0 FTE, Non-exempt- Temporary ( 6-7 months)

**EDUCATION :** AA or Bachelor's Degree

**SALARY :** $22/hour

**POSITION SUMMARY:**

**This is a 6-7-month appointment that does not come with vacation pay or with health benefits.**

California Northstate University (CNU) is seeking an Operations Support Specialist I (OSS-I) for the Remote Kindergarten Oral Health Assessment (KOHA) Project. The OSS-I will support implementation of the Sacramento County Remote KOHA. The OSS-I will work as part of the program team to support remote oral health assessments for kindergarten students at participating schools. The position will collaborate directly with school personnel, CNU program staff, dental faculty, remote dental providers, and Dental Assistant/Navigator staff to coordinate training and screening activities, support student assessment workflows, collect and document required oral health information and facilitate appropriate follow-up. The OSS-I will also assist with development and maintenance of program workflows, training materials, documentation, and quality-assurance processes necessary to successfully implement the program across participating schools.

**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:**

- Work with Dr. Glassman and team to implement and maintain standardized workflows for remote KOHA.
- Serve as a primary day-to-day contact for assigned school staff participating in the remote KOHA Program.
- Assist with onboarding participating schools by providing program information, timelines, workflow guidance, forms, and contact information.
- Establish and maintain effective working relationships with school personnel and other participating community partners.
- Facilitate the tracking of parental/caregiver consent for student participation in the program.
- Provide school staff with consent forms, program materials, and guidance regarding the consent process.
- Maintain accurate records of consent status and student participation.
- Work with participating schools to schedule and prepare for screening days.
- Coordinate screening-day logistics, including student flow, room setup, equipment, technology, and communication with school personnel and remote providers.
- Assist the program Dental Assistant (DA) and other personnel with onsite screening activities.
- Assist with collection of required student information, photographs, and other screening-related data.
- Enter and upload required student and screening information into the screening platform.
- Monitor data for accuracy, completeness, and timely submission and follow up on missing information as needed.
- Maintain appropriate confidentiality and comply with privacy and data-security requirements.

- Participate in initial and ongoing training related to the KOHA workflow, software, equipment, documentation, and data collection procedures.
- Provide basic technical and workflow assistance to school staff during program implementation.
- Communicate technical problems, missing information, workflow concerns, or other issues to the appropriate CNU program staff and software support staff.
- Assist with follow-up communication and coordination with schools and families as directed by the program team.
- Assist with development and maintenance of program forms, workflows, tracking tools, training materials, and other program documentation.
- Maintain student and school tracking information needed for program reporting.
- Assist with preparation of program reports, including information regarding participating in schools, consents obtained, students served, and assessments submitted.
- Perform other duties related to successful implementation of the KOHA Program as assigned**.**

**REQUIRED EDUCATION AND EXPERIENCE:**

- Minimum AA degree is required. Bachelor's Degree highly preferred.
- Administrative Assistant /or relevant experience in a dental, healthcare, school, community outreach, or patient-navigation setting preferred.
- Completion of state required infection control training.
- Experience working with electronic health records or electronic data systems preferred.
- Proficiency with technology, including email, Microsoft Office, Google Docs, and virtual meeting/webinar platforms.
- Strong organizational and communication skills.
- Ability to communicate effectively with school personnel, families, students, healthcare professionals, and program staff.
- Ability to learn and use new software, technology, and equipment.
- Ability to work in a fast-paced environment while maintaining professional composure and attention to detail.
- Ability to manage multiple priorities and projects simultaneously.
- Ability to work independently with limited supervision.
- Experience working with children, schools, community organizations, or underserved populations preferred.
- Bilingual English/Spanish preferred, but not required.

**PHYSICAL REQUIREMENTS**

- Position requires standing during the majority of working hours, bending, and occasionally lifting and/or moving equipment and supplies up to 25 pounds
- Frequent use of hands and fingers to operate a keyboard, mouse, telephone, and related technology.
- Ability to work in school and community-based environments.
- Specific vision abilities required may include vision to drive, walk, use computer equipment, and review digital records and photographs.

**ADDITIONAL REQUIREMENT**

- Possession of a valid California Class C Driver's License
- Position may require use of a personal vehicle for travel to program sites and/or transportation of portable equipment and supplies.

**APPLICANTS SHOULD SUBMIT:**

- Letter of interest
- CV or resume
- Names, addresses, and telephone numbers of at least three (3) professional references who can be contacted by the Hiring manager and who can speak to a broad range of candidate's professional equalisations.

Please submit your cover letter, resume/CV, list of references, and any additional information to valerie.phillips@CNSU.edu OR hr@cnsu.edu. Review of applicants will begin immediately and will continue until position is filled.

**Equal Employment Opportunity Statement:**
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