

**Operations Support Services
Strategic and Transactional Support
High-Level Overview
As of 05/01/2022**

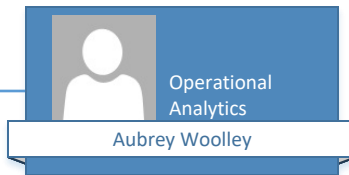
General administrative support for the full OSS leadership



Administrative Assistant
Oderay M Rossel Espinosa

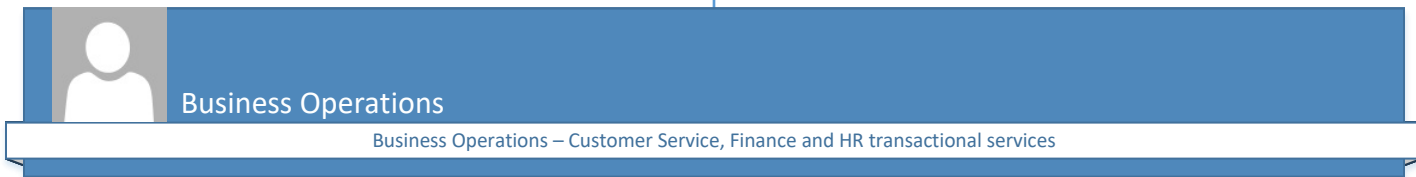


Exec. Director of Operations Support Service
Melissa Long Shuter

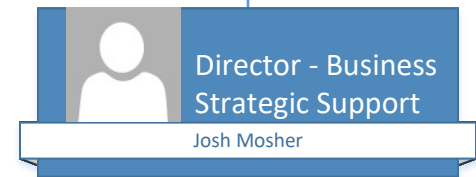


Operational Analytics
Aubrey Woolley

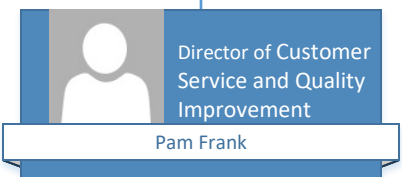
Support OSS with data management, metrics and analytics



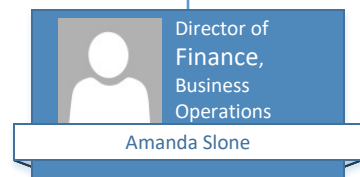
Business Operations
Business Operations – Customer Service, Finance and HR transactional services



Director - Business Strategic Support
Josh Mosher



Director of Customer Service and Quality Improvement
Pam Frank



Director of Finance, Business Operations
Amanda Slone



Director of Human Resources, Business Operations
Lisa London

- Business Support for departments including:
- Consultative advice;
 - Ad hoc reporting
 - Strategic advisor
 - Decision support
 - Budget including forecasting

Answer/direct day to day email and phone communications. Conduct I9 and other face-to-face transactions. Interactions are maintained and tracked in the Zendesk CRM system. COVID-19 support team.

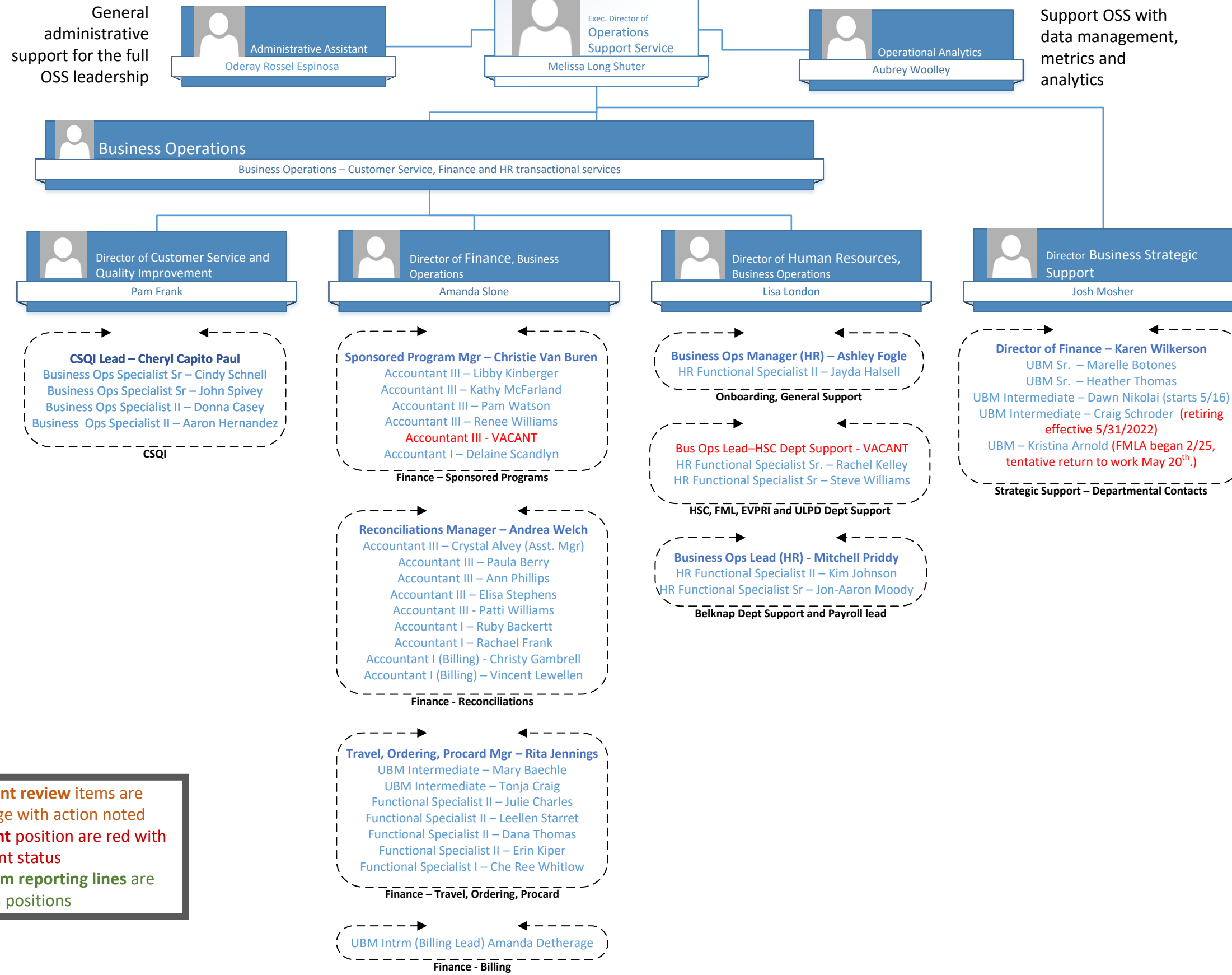
Finance managed by three teams:

1. Procard, Travel and Ordering;
2. Program Reconciliations, billings and bank deposits; and
3. Sponsored Program and Payroll Funding Changes.
4. Billing

HR primary focus:

1. Onboarding of all staff, faculty, administrators and students (enterprise)
2. Departmental support processing upon departmental approval

**Operations Support Services Strategic and Transactional Support
As of 05/01/2022**



Current review items are Orange with action noted
Vacant position are red with current status
Interim reporting lines are green positions