



**CHILD CARE ALLIANCE OF LOS ANGELES**  
**Quality Rating and Improvement System (QRIS)**  
**Program Assistant**

**Position Description**

**Position Title:** QRIS Program Assistant  
**Reports To:** QRIS Program Manager  
**FLSA Status:** Non-Exempt

**Summary**

The QRIS Program Assistant will work with the QRIS Program Manager to assist with the coordination and implementation of the Child Care Alliance of Los Angeles (CCALA) Quality Rating and Improvement System (QRIS). The QRIS Program Assistant will maintain records, organize data, provide outreach, and manage the logistics of program implementation.

Quality Start Los Angeles (QSLA), the QRIS system being implemented in LA County, is a partnership between the Los Angeles County Office of Education (LACOE), the County of Los Angeles Office for the Advancement of Early Care and Education, LAUP, First 5 LA, and the Child Care Alliance of Los Angeles. Working in partnership, they are continuing to build a system for assessing and improving early care and education quality for LA County.

The QRIS Program Assistant will assist and support the QRIS Program Manager in carrying out program and resource development, organization, outreach, logistics, and communications. This entry-level position is offered to those interested in being part of an organization that is committed to making a difference and pursuing a career with a nonprofit providing solid leadership in program development and management, service delivery and advocacy for the child care and education field.

The QRIS Program Assistant will play a key role in ensuring effective, efficient and consistent communication is maintained with internal and external staff working on Quality Start Los Angeles and First 5 Los Angeles activities. This position will support the QRIS Program Manager and Coaching Coordinator with communication with CCALA staff, the Resource and Referral Agencies, or QSLA providers, as needed, to gather required information, coordinate trainings, and provide other necessary organization for QSLA staff and participants.

**Essential Duties**

- Coordinate with management to support the implementation and facilitate the achieving of defined program goals and fiscal objectives.
- Perform administrative support duties; manage program or office documentation; research and assist with resource development, and coordinate conference calls and other methods of communication, such as webinars, social media, e-mailing.
- Serve as the initial point of contact for inquiries from QRIS coaches and providers in order to route the inquiries to the appropriate QSLA staff member for response.



- Greet visitors and/or callers so as to route and resolve information requests.
- Prepare correspondence, compile data for reports and maintain agenda and notes of meetings.
- Participate in/Perform outreach for QRIS programs at various LA county locations with both providers and parents.
- Coordinate space and office organization; maintaining paper and electronic files, preparing supply orders, etc.
- Compile and disseminate program materials and documents as needed.
- Provide logistical support for meetings or appointments held on or off-site, including arranging meeting space, scheduling, ordering food, sending out agendas, etc.
- Perform other duties as assigned.

### **Categories of Responsibilities**

- Program Support – Assist in preparing program materials and seek out desired information that will assist with program activities. Conduct research, as needed, to prepare reports and correspondence on key program activities.
- Communications Support – Assist the Program Manager in monitoring, preparing and disseminating written and spoken communications across multiple media. Assist in drafting, editing and disseminating written communications. Perform program outreach with parents and providers, over the phone, via e-mail, and in person.
- Administrative Support – Schedule meetings, organize travel and meeting logistics, maintain the calendar, arrange for supply purchases and requests, and provide related support to the Managers, Coordinators, and Coaches.
- Information Management – Help capture, process, and organize data and tasks to ensure effective management of the QRIS scope of work. Assist with preparation of data and program information for monthly and quarterly reporting.

### **Qualifications**

- Associate's Degree is required; Bachelor's degree is desirable, or equivalent experience.
- Minimum of 1 year of relevant experience including task management, scheduling and communicating with external clients.
- Understanding of the Los Angeles child care delivery system, stakeholders, agencies and child care provider population is desirable.
- Ability to manage multiple tasks and meet required deadlines.
- Strong interpersonal skills including the ability to work effectively with diverse client populations.
- Excellent time management and organizational skills. Able to work independently.
- Effective written and verbal communication skills, computer skills, including experience with Windows, Microsoft Office suite, databases, word processing and spreadsheet software.
- Desire to work collaboratively with others at all levels of the organization and work cooperatively with other agencies.
- Ability to be flexible, innovative and to adapt to the changing needs of the program.
- Valid CA driver's license and insurance coverage which meets CA standards.



## **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to sit; use hands, finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stand; walk and stoop; kneel; crouch; or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

## **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

## **Salary Range**

Competitive salary, commensurate with prior experience, education and abilities. The programs referenced in this job announcement are contingent upon grant funding.

## **For immediate consideration, send resume, cover letter and salary history to:**

Ilyssa Foxx, QRIS Program Manager. Email: [ilyssa.foxx@ccala.net](mailto:ilyssa.foxx@ccala.net)

**Email submissions only.** No phone inquiries. Responses will be sent only to individuals meeting the outlined requirements of the position. The programs referenced in this job announcement are contingent upon grant funding. The Child Care Alliance of Los Angeles is committed to building and sustaining a diverse workforce and culture. As part of this commitment, the Child Care Alliance of Los Angeles provides equal opportunity in all of our employment practices, including selection, hiring, promotion, transfer, and compensation, to all qualified applicants and employees without regard to race, color, medical condition as defined by state law, ancestry, religion, national origin, age, marital status, sexual orientation, gender or gender identity/expression, ethnic group identification, mental or physical disability, pregnancy, childbirth and related medical conditions, or any other legally protected status.

**For more information about the Child Care Alliance of Los Angeles please visit our website at <http://www.ccala.net/>**