



**CHILD CARE ALLIANCE OF LOS ANGELES**  
**California Early Care and Education Workforce Registry**  
**Data Entry and Help Desk**  
**Bilingual: Mandarin and English (Required)**

**Position Description**

**Position Title:** Registry Data Entry and Help Desk  
**Reports To:** Registry Operations Manager  
**FLSA Status:** Non-Exempt

**Summary**

The Registry Data Entry and Help Desk Staff will work with the Registry Operations Manager to verify, enter, and upload Registry participant education and training data to the California Early Care and Education Workforce Registry (Registry), a project of the Child Care Alliance of Los Angeles (CCALA). The Data Entry and Help Desk staff will also provide general information and technical assistance via phone calls and emails to Registry participants, Training Sponsor Organizations, trainers, and others regarding the Registry.

The Registry is a state-wide information system that serves the early care and education (ECE) workforce as well as researchers and policy makers. It collects, verifies and records demographic, education, training, and employment data about the ECE workforce. Registry data will be used for many purposes including planning professional development programs for individuals in the workforce, policy development and decision making, accountability and evaluation.

The Registry Data Entry and Help Desk staff will assist and support the CCALA managers in carrying out program activities including day-to-day operation tasks, follow-up, 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 Registry Data Entry and Help Desk staff will play a key role in ensuring effective, efficient and consistent service and communication is maintained with internal and external staff working on Registry activities. This position will support the Registry Operations Manager with customer service with CCALA staff, the Resource and Referral Agencies, Administrators and participants, as needed.

**Essential Duties**

- Process various educational, professional development and employment documents and accurately enter data; maintain data security and confidentiality protocols and follow data entry processes and procedures.
- Provide technical assistance and support to Registry users; promptly respond to telephone, email, and in-person inquiries.



- Work in close collaboration with the Operations Manager to support ongoing improvements to the Registry, and assist with achieving defined program goals and fiscal objectives to ensure project success.
- Participate in project activities including outreach efforts.
- Perform general office duties such as filing, copying, scanning, etc.
- Perform other duties as assigned.

### **Categories of Responsibilities**

- Program Support – Conduct research as needed to ensure data entry accuracy.
- Customer Service - Provide technical assistance and support to Registry users.
- Communications Support – Assist the Operations Manager in monitoring, preparing and disseminating written and spoken communications across a diverse population.
- Information Management – Process and enter data and organize information and tasks to ensure effective management of the Registry Scope of Work.

### **Qualifications**

- **Ability to speak, write and communicate in Mandarin and English required.**
- Associate's Degree is required.
- Minimum of 1 year of relevant experience including data entry and customer service with external clients.
- Ability to manage multiple tasks and meet required deadlines.
- Strong interpersonal skills including the ability to work effectively with diverse client populations.
- Ability to exercise confidentiality, discretion, and good judgement.
- Good analytical and problem solving skills.
- Excellent time management and organizational skills.
- 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.
- Understanding of the Los Angeles child care delivery system, stakeholders, agencies and child care provider population is desirable.
- 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:**

Amie St. John, Registry Operations Manager. Email: [amie.stjohn@ccala.net](mailto:amie.stjohn@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/>