



CHILD CARE ALLIANCE OF LOS ANGELES
California Early Care and Education Workforce Registry
Data Entry Specialist

JOB ANNOUNCEMENT

The Child Care Alliance is seeking a Data Entry Specialist, an integral position for the expanding California ECE Workforce Registry and a support to the child care professional workforce. This entry-level position is offered to those interested in being part of a nonprofit organization that is committed to making a difference and dedicated to supporting families and the early care and education field. **This posting is for two or more Data Entry Specialists including English only, bilingual English/ Spanish, and bilingual English/ Mandarin proficient candidates.**

Position Summary

The Data Entry Specialist will work with the Data Entry Supervisor to verify, analyze, 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 Specialist will also provide information and technical assistance to Registry participants via the Registry help desk chat, phone calls and emails.

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 Data Entry Specialist will play a role in ensuring effective, efficient and consistent service and communication is maintained with Registry users as well as internal and external staff. The Data Entry Specialist will assist and support the Data Entry Supervisor in carrying out program activities including day-to-day tasks and any follow-up, as well as communications and customer service with CCALA staff, partner agencies, funders, and participants, as needed.

Essential Duties

- Verify, analyze, and enter participants' educational, professional development, and employment documents, ensuring data accuracy; maintain data security and confidentiality protocols; and follow data entry processes and procedures.
- Provide Registry information and technical assistance support to Registry users; promptly respond to help desk, telephone, email, and in-person inquiries.
- Provide customer service and promptly respond to chats and help desk tickets received via our customer service software Zendesk.
- Conduct research to verify information submitted by participants. May include online searches or contacting educational institutions to confirm course descriptions.
- Assist with data tracking to ensure accurate records of document submissions and communications with early learning providers.



- Collaborate with the Data Entry Supervisor to support improvements to the Registry and data entry processes, and help achieve program goals to ensure project success.
- When needed, assist the Outreach Coordinator with community events or conferences.
- Perform general office duties such as filing, copying, scanning, etc.
- Perform other duties as assigned.

Required Qualifications

- Associate's Degree in applicable field or equivalent combination of education and experience.
- Minimum of 1 year of relevant experience including data entry and customer service with external clients.
- Effective keyboarding and computer skills, including experience with Windows, Microsoft Office suite, databases, word processing and spreadsheet software.
- 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.
- Good time management and organizational skills.
- Ability to understand, follow, and give verbal and written instructions.
- 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.
- Bilingual English/ Mandarin, bilingual English/ Spanish and English only positions available.

Preferred Special Knowledge, Abilities, and Skills

- Working knowledge of the college credit system preferred.
- Understanding of the child care delivery system and child care provider population is desirable.

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. Range is \$19.43 - \$22.75 per hour. This position is benefit eligible; CCALA offers a generous benefit package and paid holidays.

For immediate consideration, send resume and cover letter to:

Michael Salerno, Data Entry Supervisor. Email: michael.salerno@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/>