



**CHILD CARE ALLIANCE OF LOS ANGELES**  
**California Early Care and Education Workforce Registry**

**Job Announcement**

**\*Please note this is an office-based position temporarily working remotely.**

**Job Title:** Program Assistant  
**Department:** Registry  
**Reports To:** Registry Operations Manager and Registry Director  
**Effective Date:** September 2021

**Summary**

The Registry Program Assistant will work with the Registry Director and Operations Manager to assist with the coordination and implementation of the California Early Care and Education Workforce Registry (Registry), a statewide project implemented by the Child Care Alliance of Los Angeles (CCALA). This position will assist with the logistics of program implementation, help organize and coordinate project meetings and activities, and assist with writing program materials and correspondences.

The Registry is a state-wide information system that serves the early care and education (ECE) workforce as well as funders, 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 workforce development program planning, policy development, decision-making, accountability, and evaluation.

The Registry Program Assistant will play a key role in ensuring effective, efficient, and consistent communication is maintained with internal and external staff working on Registry activities. This position will support the Registry Director and Registry Operations Manager with communication with CCALA staff, funders, and stakeholders, or participants, as needed, to gather required information, coordinate activities, and provide other necessary organization for Registry staff. 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.

**Duties and Responsibilities**

- Coordinate with management to support project implementation and assist with achieving defined program goals and fiscal objectives.
- Perform administrative support duties; assist with program or office documentation; assist with meeting and activity follow-up, and coordinate conference calls and other methods of communication, such as webinars or social media.
- Prepare correspondence, compile data for reports and maintain agenda and notes of meetings.
- Schedule appointments and meetings as needed.
- Assist with writing, preparation, and dissemination of program materials and documents.
- Assist with outreach preparation and activities as needed.



- Assist with data entry into the Registry when appropriate and as needed.
- Answer telephone calls, email, chats, tickets, and mail from Registry participants and others. Review information submitted and respond or route as appropriate.
- 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. Help, as needed, to prepare documents and correspondence on key program activities.
- Communications Support – Assist the Operations Manager and Registry Director in monitoring, preparing, and disseminating written and spoken communications across multiple media. Assist in drafting, editing, and disseminating written communications.
- Administrative Support – Schedule meetings, provide related support and follow-up
- Information Management – Help capture, process, and organize data, information, and tasks to ensure effective management of the Registry Scope of Work.

### **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 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.
- 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 adapt to the changing needs of the program.
- Valid CA driver's license and insurance coverage that meets CA standards.

### **Competencies**

- Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.



### **Physical Demands and Work Environment**

- 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 the ability to adjust focus.
- 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.

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

Email: [hiring@ccala.net](mailto: hiring@ccala.net)

Subject Line: Registry Program Assistant Position

### **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 an Equal Opportunity Employer.**

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 California Early Care and Education Workforce Registry please visit our website at <https://www.caregistry.org>.**

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