



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

Job Announcement

Job Title: Data Entry Specialist
Department: Registry
Reports To: Data Entry Supervisor
FLSA Status: Non-Exempt
Effective Date: March 2022

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

Summary

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.

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 policymakers. 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.

Duties & Responsibilities

- Accurately verify, analyze, and enter participants' educational, professional development, and employment documents; ensure productivity goals and processing deadlines are met.
- Maintain data integrity; avoid duplication of data and escalate data entry challenges as appropriate.
- Follow data entry processes and procedures; maintain data security and confidentiality protocols.

- Provide customer service and technical assistance to Registry users; promptly respond to chat help desk tickets, telephone, email, and in-person inquiries.
- Conduct research to verify information submitted by participants. May include online searches or contacting training organizations to confirm professional development trainings.
- Collaborate with the Data Entry Supervisor to support improvements to the Registry web based database system and data entry processes; help achieve program goals to ensure project success.
- Perform general office duties such as filing, copying, scanning, etc.
- Perform other duties as assigned.

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 adapt to the changing needs of the program.
- Valid CA driver's license and insurance coverage that 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 is preferred.
- Understanding of the child care delivery system and child care provider population is desirable.

Competencies

- **Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- **Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.



- **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.
- **Dependability** - Follows policies and procedures, responds to management direction; Takes responsibility for own actions; Keeps commitments; Meets productivity standards; Completes tasks on time or notifies appropriate person with an alternate plan.
- **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.
- **Motivation** - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

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.
- To keep our workforce safe, proof of COVID-19 vaccination is required. Reasonable accommodations will be considered.

Salary Range

Competitive salary, commensurate with prior experience, education, and abilities. The hourly pay rate range is \$21.00 - \$22.75. The programs referenced in this job announcement are contingent upon grant funding.

For immediate consideration, send resume and cover letter to:

Email: hire@ccala.net. Please include the job title in the subject line.

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 Child Care Alliance of Los Angeles please visit our website at:
<http://www.ccala.net/>