



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

Job Announcement

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

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

Summary:

The California Early Care and Education Workforce Registry (Registry), a project of the Child Care Alliance of Los Angeles (CCALA), 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 Supervisor will work with the Registry Operations Manager and Registry Director to ensure the quality and integrity of Registry data by overseeing and implementing data entry processes and procedures. The Data Entry Supervisor will also oversee Registry user support and 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 Data Entry Supervisor will assist and support the CCALA managers in carrying out program activities including day-to-day operation tasks, follow-up, and communications. This supervisory 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 childcare and education field.

The Registry Data Entry Supervisor 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.

Duties & Responsibilities:

- Implement and maintain data entry and quality assurance procedures and protocols.
- Oversee the work activities of Registry data entry and help desk staff; direct and allocate work to staff to ensure deadlines are met.
- Monitor customer service provided via our customer service software, Zendesk, and ensure prompt and accurate response of chats and help desk tickets.
- Track/monitor progress of data verification, analysis, and entry per data policies and procedures.
- Monitor and address data security issues and quality issues.

- Monitor policies & procedures for data processes implementation and recommend Registry database modifications as needed; escalate as appropriate to develop solutions.
- Coordinate and carry out quality assurance practices per policies and procedures, monitor accuracy rates of data entry staff. Evaluate data entry staff performance and provide feedback.
- Train data entry staff on data entry policies and procedures, Registry database system, and new features.
- 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 and assist with achieving defined program goals and fiscal objectives to ensure project success; identify data integrity or data entry challenges and develop solutions.
- Perform general office duties such as filing, copying, scanning, etc.

Supervisory Responsibilities:

- Directly supervises 5-7 employees within the Registry department.
- Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.
- Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; addressing complaints and resolving problems.

Qualifications:

- Bachelor's Degree is required.
- Minimum of one year of direct experience supervising staff and overseeing data entry and customer support.
- Minimum of three years of relevant experience including data entry and customer service with external clients.
- Ability to manage multiple tasks and meet required deadlines.
- Leadership abilities and supervisory skills.
- Strong interpersonal skills including the ability to work effectively with diverse client populations.
- Ability to track large amounts of data via computer programs and database systems.
- Good analytical and problem-solving skills.
- Ability to exercise confidentiality, discretion, and good judgment.
- 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.
- Understanding the Los Angeles child care delivery system, stakeholders, agencies, and child care provider population is desirable.



- Valid CA driver's license and insurance coverage that meets CA standards.
- Bilingual English/ Mandarin, Bilingual English/ Cantonese, Bilingual English/ Spanish, and English only positions available.

Competencies:

- **Diversity** - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.
- **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.
- **Analytical** - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.
- **Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- **Leadership** - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.
- **Strategic Thinking** - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.

Physical Demands & 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 and hear. The employee is frequently required to sit; utilize hand and finger dexterity, 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 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 \$28.00 - \$30.60. The programs referenced in this job announcement are contingent upon grant funding.

For immediate consideration, send resume and cover letter to:

Email: [hiring@ccala.net](mailto: hiring@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 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/>