



CHILD CARE ALLIANCE OF LOS ANGELES
California Early Care and Education Workforce Registry
Quality Start Los Angeles (QSLA) Registry Technical Assistance Specialist
Job Announcement

JOB TITLE: QSLA Registry Technical Assistance Specialist
DEPARTMENT: Registry
REPORTS TO: Registry Operations Manager
For FLSA STATUS: Non-exempt
LOCATION/CLASSIFICATION: Los Angeles, CA/Hybrid

SUMMARY

The QSLA Registry Technical Assistant Specialist will support center-based child care teachers and home-based child care providers working at child care sites participating in QSLA and pending a new or renewed rating with enrolling and/or updating their California Early Care and Education (ECE) Workforce Registry (Registry) profile; gathering required documents for elements 3 and 7 of the Rating Matrix, in preparation for their rating; determining points for elements 3 and 7 of the Rating Matrix, and supporting QSLA staff and team members as needed with ensuring that enrolled QSLA providers are well prepared for their assessment.

Quality Start Los Angeles (QSLA) is a partnership between the Los Angeles County Office of Education (LACOE), the Child Care Alliance of Los Angeles, the Office for the Advancement of Early Care and Education, and First 5 LA. Working in partnership, they continue to build a system of assessing and improving early care and education quality for Los Angeles County.

DUTIES & RESPONSIBILITIES

- Provide focused, in-person on-site and remote technical assistance support to early learning providers including delivering orientations and individualized support for participants in LA County's QRIS system, Quality Start Los Angeles
- Build and maintain effective and supportive working relationships with child care providers
- Work in close collaboration with the Registry staff to ensure that they are trained to support QSLA providers with creating a Registry Account, collecting Professional Development documentation for all staff at an ECE center, and gaining Employer Administrative Access
- Work in close collaboration with the QSLA Assessment Team to ensure that providers are prepared for their assigned assessment date with element 3 and 7 of the Rating Matrix
- Input data into Hubbe to track meetings with providers and necessary supports provided
- Follow-up with QSLA providers to ensure completed submissions by due dates
- Conduct orientations and related meetings to present QSLA Assessment and Registry information in an engaging, clear and organized manner
- Coordinate conference calls and other methods of communication, such as webinars, or e-mail
- Perform clerical duties including scheduling and preparing materials for orientations, individual



and small group meetings

- Provide information to LACOE assessment lead
- Represent CCALA and Registry at meetings as needed
- Participate in events locally and statewide as needed
- Perform other duties as assigned by the Registry Operations Manager

SUPERVISORY RESPONSIBILITIES:

- This job has no supervisory responsibilities.

QUALIFICATIONS

- Bilingual (English and Spanish) required, written and spoken
- Associate's Degree is required; Bachelor's degree is desirable, or equivalent experience
- Minimum of 2 years of relevant experience including task management, scheduling and communicating with external clients. Experience working with data systems and data entry
- Understanding of the Los Angeles child care delivery system, stakeholders, agencies and child care provider population is desirable
- Comfortable with using virtual platforms (such as Zoom, Microsoft Teams) to contact ECE providers and conduct virtual meetings
- Adept with Microsoft Outlook, Word, and Excel
- Effective organizational and time-management skills; ability to work independently
- Ability to be flexible, innovative and to adapt to the changing needs of the program
- Good, problem solving, and critical thinking skills
- Ability to exercise confidentiality, discretion and good judgment with personal identifiable information is essential
- Effective written and verbal communication skills, computer skills, including experience with Microsoft Office and Google suites, and other databases
- Comfortable presenting information to an audience and speaking in front of a group
- Experience and ability to work well with diverse client populations
- Ability to work collaboratively with others at all levels of the organization and work cooperatively with other agencies
- Valid CA driver's license and insurance coverage which meets CA standards if driving for work related activities
- Ability to travel at least 25% of the time to various locations across LA County (if health guidelines permit)

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.
- **Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- **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.
- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- **Analytical** - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

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 to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to 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. While performing the duties of this job, the noise level in the work environment, if located in the office, is usually quiet to moderate

Compliance with federal, state, and local guidelines and laws is required.

SALARY RANGE: Competitive salary, commensurate with prior experience, education, skills, and abilities. The hourly pay rate range is \$22.00 - \$23.00 per hour. Regular full-time position with a competitive insurance package of medical, dental, and vision benefits along with 12 paid holidays, and vacation and sick accrued PTO. FLSA status is non-exempt. The programs referenced in this job announcement are contingent upon grant funding.

For immediate consideration, send your 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/>

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.