



CHILD CARE ALLIANCE OF LOS ANGELES
Quality Start Los Angeles
E-Learning Specialist-Bilingual (Chinese)

Position Description

Job Title:	E-Learning Specialist – Bilingual (Chinese)
Department:	Quality Start Los Angeles
Reports To:	QSLA E-Learning Manager
FLSA Status:	Non-Exempt
Location/Classification:	Remote

SUMMARY

The E-Learning Specialist Bilingual (Mandarin Chinese) is responsible for providing technical and linguistic expertise and instructional design support for Child Care Alliance of Los Angeles' (CCALA) learning management system (LMS) for Quality Start Los Angeles (QSLA) and the online learning content that is being developed. The Child Care Alliance of Los Angeles is a partnership of 10 community-based Resource and Referral (R&R) and Alternative Payment (AP) organizations working together to ensure the delivery of seamless, consistent and quality child care throughout the Los Angeles County. Our unique and innovative organization is committed to excellence and seeks employees who care deeply about making a difference to strengthen families and improve the lives of children, while creating an open and inclusive environment for our employees.

Quality Start Los Angeles, the Quality Improvement System implemented in LA County, is a partnership between the Los Angeles County Office of Education (LACOE), First 5 LA, the Child Care Alliance of Los Angeles, the Los Angeles County Office for the Advancement of Early Care and Education, PEACH, and the Child Care Planning Committee. Working in partnership, they are continuing to build a system for supporting and improving early care and education quality for LA County.

The E-Learning Specialist will work closely with the rest of the QSLA E-Learning Team at CCALA to develop and design learning materials and adapt existing professional learning content for integration into QSLA's LMS, with a focus on Chinese language content development that is linguistically and culturally appropriate for our Chinese speaking audiences. The E-Learning Specialist will work with CCALA's QSLA team, project partners, and community partners to ensure our on-line trainings are interactive, professional, support our Scope of Work, and expand upon our current delivery methods to reach a broader range of early education professionals.

DUTIES AND RESPONSIBILITIES:

- Report to the E-learning Manager and collaborate with the D-learning team members to create high-quality online training workshop content.
- Develop and design learning modules and courses based on existing and newly developed content for LMS.



- Support the on-going development and enhancement of learning materials on LMS by updating or creating course elements, such as videos, scripts, narration and closed captioning, training activities, quizzes, evaluations, etc., as needed.
- Develop innovative approaches to learning by creating digital content and interactive virtual learning experiences through the LMS system.
- Maintain and enhance existing training content.
- Work with QSLA Director, QSLA Professional Development Manager, and QSLA training team to enhance learning experiences for early educators, coaches, and other staff through the LMS.
- Serve as the digital learning expert; provide customer service support in the technical aspects of the LMS to early educators or QSLA program staff, as applicable.
- Lead the development of self-paced content and training materials in Chinese.
- Utilize bilingual reading, writing, and speaking skills to collaborate with multilingual partners and ensure cultural and linguistic appropriateness of content.
- Run demos of the system and provide training to individuals and user groups, as needed.
- Support with the facilitation of live/synchronous trainings, as needed.
- Ensure training attendees receive training credit on ECE Workforce Registry upon completion of courses.
- Manage and maintain LMS infrastructure; manage users, and update platform as needed.
- Support QSLA and CCALA training and E-Learning efforts, working closely with all collaborative partners, consortium partners, and R&R agencies to ensure effective, implementation of synchronous and asynchronous trainings, as needed.
- Maintain project compliance through knowledge of and adherence to the QSLA contracts' Scopes of Work.
- Maintain project compliance through the knowledge of and adherence to the E-Learning Accessibility Guidelines (ADA compliance).
- Provide customer service support to Spanish or Mandarin speaking providers using the LMS.
- Adhere to QSLA Diversity and Equity Statement.
- Assist the E-Learning Manager in the ongoing development and documentation of the E-Learning services provided, using data from LMS system and other sources.
- Maintain effective communication with CCALA agencies, QSLA participants, collaborative partners, funders and others to ensure effective program implementation and achieve project deliverables.
- Assist E-Learning Manager in the preparation of program data reports to ensure timely, accurate reporting to QSLA funders and stakeholders, as needed.
- Participate in meetings or events as needed to help maintain CCALA and QSLA visibility with funders and other current and potential stakeholders.

QUALIFICATIONS:

- Associates or equivalent required; Bachelor's Degree preferred; preferably in related field, such as instructional design, multimedia design, video editing or production, adult education, or equivalent experience in training, multimedia training material development, or another related



field

- Minimum of 2 years of relevant experience developing interactive, digital learning content in a professional environment.
- Experience developing E-Learning solutions including interactive modules, instructional video, digital training materials.
- Experience managing content through Learning Management Systems.
- Experience with PowerPoint design.
- Experience managing webinars on Zoom (or comparable software), preferred.
- Experience with audio and video editing software, preferred.
- Experience with copywriting, preferred.
- Effective written and verbal bilingual communication skills; must speak and write fluently in English and Mandarin Chinese, required.
- Strong interpersonal skills including the ability to work effectively with diverse populations.
- Strong written and verbal communication skills.
- Effective time management and organizational skills and the ability determine priorities and to work under deadlines with great attention to detail.
- Ability to take initiative and work collaboratively as part of a team.
- Self-motivated, innovative, and able to work independently on multiple tasks.
- Effective problem-solving skills.
- Strong computer skills, including experience with Microsoft Office Suite, Google Suite, LMS and instructional design software (i.e., Absorb, Adobe, Articulate, etc.).
- Ability to work collaboratively with others at all levels of an organization and work cooperatively as part of a team with colleagues and with staff from different agencies.
- Ability to be flexible, innovative and adapt to the changing needs of the program and agency.
- Valid CA driver's license and insurance coverage which meets CA standards, if using personal vehicle for work related travel.

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.

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

SALARY RANGE: \$27-29/ hourly

Competitive salary, commensurate with prior experience, education, skills, and abilities. Regular full-time position with a competitive benefits package which includes health insurance, 12 paid



holidays, and vacation and sick accrued PTO. FLSA status is non-exempt. The programs referenced in this job description 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.