CHILD CARE ALLIANCE OF LOS ANGELES
DATA ENTRY SPECIALIST
Job Announcement

Job Title: Data Entry Specialist
Department: Registry
Reports To: Data Entry Supervisor
FLSA Status: Non-Exempt
Location/Classification: Remote (Los Angeles based)

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 AND 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.
- Assists Registry users by answering questions and providing technical support in a timely manner.
- Provides problem resolution by reassigning or escalating advanced inquiries as appropriate.
- Conduct research to verify information submitted by participants. May include online searches or contacting training organizations to confirm professional development trainings.

- Assist with data cleaning and data quality projects.
- 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
- Excellent and precise data entry and typing skills, including proficiency 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 explain technical information in understandable language to Registry users.
- Ability to exercise confidentiality, discretion, and good judgement.
- Excellent analytical and problem-solving skills.
- Good organizational skills and attention to detail.
- Ability to work independently.
- 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.
- Working knowledge of the college credit system is preferred.
- Understanding of the child care delivery system and child care provider population is desirable.

EDUCATION AND EXPERIENCE
- Associate 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.

PHYSICAL DEMANDS
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 for prolonged periods working on a computer; 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. If working remotely, a reasonably quiet remote environment may be necessary.

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

SALARY RANGE:
Competitive salary, commensurate with prior experience, education, skills, and abilities. The salary range is $22.00 - $24.00 hourly. 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. 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.

We are not considering applicants that require sponsorship for employment visa status at this time or who reside outside of the state of California.