



CHILD CARE ALLIANCE OF LOS ANGELES
Job Description – Supervisor

Job Title: Supervisor, Data Entry
Reports To: Manager, Registry Operations
FLSA Classification: Non-Exempt
Location: Hybrid (Los Angeles)

Pay Range: \$58,240 to \$63,648 per year
Date: December 18, 2024

Summary:

The Registry Data Entry Supervisor works with the Registry Operations Manager and Registry Director to ensure the quality and integrity of data in the California Early Care and Education Workforce Registry by supervising Data Entry Specialists, overseeing and implementing data entry processes and procedures and customer support using a customer service platform.

The Registry Data Entry Supervisor plays 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 supports and communicates with additional CCALA department staff, the Resource and Referral agencies, various administrators and external stakeholders.

Essential Functions:

- Lead by example - display a positive and professional attitude to employees, other departments, customers, and management
- Create, implement, maintain and monitor data entry and quality assurance procedures and protocols, and performance standards, ensuring completion in a timely and efficient manner.
- Delegate work to achieve all department time processing goals
- Improve current operational systems and processes to increase effectiveness and efficiency
- Keep current understanding of all service requirements; keep detailed documentation as well as obtain information needed to support efficient and effective implementation.
- Supervise the work activities of Registry Data Entry Specialists; direct and allocate work to staff to ensure deadlines are met.
- Manage customer service provided via the Registry help desk, and ensure prompt and accurate response of chats, calls, and email messages.
- Manage progress of data verification, analysis, accuracy in the development of reports and entry per data policies and procedures.
- Generate brand-new, adjust existing, as well as carrying out ad-hoc reporting in support of procedures and data-driven decision making.
- Monitor workloads and productivity to ensure processing times are within expectations and quality is of a high standard
- Prepare proposals and processes to include end-of-month reporting.
- Support data requests by assisting with data processing.
- Maintain productivity and quality reports of direct report; generate necessary reporting on a

daily, weekly, and monthly basis.

- Help establish and enforce data security and quality policies and procedures for data processes implementation and recommend Registry database modifications as needed; escalate as appropriate to develop solutions.
- Develop training materials and plans; ensure all data entry staff receive the appropriate training on data entry policies and procedures, the 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 and the Registry Director 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.
- Professionally participate in events as needed to help maintain CCALA and Registry visibility with funders and other current and potential stakeholders.
- Perform other duties as assigned
- Directly supervises 5-9 employees within the Registry Department.
- Carry out supervisory responsibilities in accordance with the organization's policies and applicable laws.
- Demonstrate the ability to accurately assess performance and development needs of employees.
- Provide direction, monitor goals, deliverables, and quality of work. Encourage staff to be proactive in improving their performance.
- Interview, hire, and train employees.
- Plan, assign, and direct daily workflows for employees.
- Provide constructive and timely performance evaluations and support continuous measurable improvement.
- Complete performance-based corrective actions, discipline, and termination of employees in accordance with company policy.
- Addresses and complaints from employees and resolve problems.

Competencies:

Quality Focused

- Thorough in completing work product with attention to detail and accuracy.
- Required to meet quality standards, makes continuous measurable improvements.
- Openly shares knowledge with co-workers to improve quality, efficiency or both.

Productivity:

- Complete assignments accurately and in a timely and efficient manner.
- Adjust positively to occasional fluctuations in the workloads.
- Routinely use time efficiently.
- Meet deadlines and delivers accurate work.

Accountability:

- Take ownership and accountability for assignments and commitments.
- Update supervisor on status, challenges, or delays.
- Accountable for shared work product, responsibilities, and projects.
- Adhere to all policies and procedures including established work schedule.

Initiative:

- Identify and address challenges or opportunities without being prompted.
- Takes ownership of new projects and assignments.
- Seek new and /or additional on-the-job opportunities to expand personal knowledge and add value to the work group.
- Actively seek out resources and solutions independently. Willing to assist others in times of need.

Problem Solving:

- Actively anticipate and identify potential concerns.
- Overcome obstacles by independently identifying solutions.
- Identify specific information needed to clarify a situation or to make a decision. Weigh the priority of things to be done.

Collaboration:

- Demonstrate the ability to cooperatively with others, contribute to team projects, exchange ideas, opinions, internally and externally and cross functional.
- Develop positive working relationships across the agency.
- Be flexible and open-minded and always approachable.
- Demonstrates awareness and respect of cultural and individual values and ideas.

Communication:

- Expresses ideas clearly, succinctly, and effectively verbally and in writing using concrete, specific language
- Respond to others in a well-organized, courteous, and effective manner.
- Listen carefully and consider the ideas of others.
- Keep supervisor informed about progress and problems; avoids surprises.
- Adapt communication methods for different audiences can get messages across that have the desired effect.
- Maintain confidentiality and appropriately shares relevant information with clients, supervisor, and other staff.
- Demonstrate effective phone skills.

Fostering Teamwork:

- Demonstrate interest, skill, and success in working together with others.
- Share expertise with others and helps others when they need it.
- Seeks opportunities to work on teams as a means to develop expertise, and knowledge.
- Provide assistance, information, or other support to others, to build or maintain relationships with them.

- Express disagreement constructively by giving and receiving constructive feedback.
- Contributes to a positive work environment through their interactions with others.

Adaptability:

- Demonstrate ability to appropriately deal with difficult or unpleasant circumstances, or adjusting to changing conditions, to meet job requirements.
- Demonstrate resilience in approaching conflict, shifting priorities.
- De-escalate stress and pressure and leads teams appropriately.
- Demonstrate tolerance for ambiguity, shift gears comfortably and handle uncertainty.

Decision Making:

- Demonstrate good judgement, determine priorities, and makes decisions that support the agency's mission, values, and strategic initiatives.
- Use expertise and job knowledge to align perspectives with the bigger picture and agency standards when making decisions.
- Astutely identifies and partners appropriately with relevant levels of authority to make exceptions to the rules or modify established policies and procedures.
- Be willing to make decisions in difficult or ambiguous situations, when time is critical.
- Takes charge of a group when it is necessary to facilitate change, overcome an impasse, face issues, or ensure that decisions are made.
- Make tough decisions that may not be popular.

Supervisor Responsibilities:

Fostering Innovation/Creativity:

- Inspire others to develop and implement innovative ideas that impact the department or agency's mission and goals.
- Stay abreast of business, industry and market information for innovative ideas and opportunities to enhance product and materials for client services.
- Demonstrate willingness to engage others in ideas sharing for potential partnering opportunities resulting in new advancements in the field.
- Personally develop new products or services, including new methodology or approaches.
- Able to cooperate and try new shared approaches to achieve goals.

Collaborative Leadership:

- Demonstrate ability to work effectively to achieve meaningful results.
- Display a willingness to establish alliances and partnerships for the good of the group.
- Actively participates in seeking results which benefit all parties.
- Attentively listen to understand the suggestions and ideas of others.
- Inspire innovation and provide a safe space for communication.
- Communicate a willingness to make decisions and solve problems with others who can provide information, assistance, and support.

Supervision and Coaching:

- Demonstrate the ability to accurately assess performance and development needs of employees. Provide direction, monitors goals, deliverables, and quality of work. Encourage staff to be proactive in improving their performance.
- Inspire professional growth; assist employees with development plans; suggest resources.
- Provide specific performance feedback to staff; use obstacles as opportunities for problem solving and learning.
- Actively model and drive a culture of diversity and inclusion leading to staff retention, satisfaction, and productivity.

Commitment to Quality:

- Demonstrate ability to champion the commitment to deliver quality products and services to all customers.
- Define quality standards based on customer requirements.
- Provide knowledge of all available systems and tools which support quality products and services. Provide training and direction as needed.
- Actively recognize quality improvement efforts as well as successes.
- Find ways to measure and track customer service levels of performance

Conflict Management:

- View disagreements as healthy expressions of differing viewpoints from which better ideas and solutions can be obtained. Demonstrate the ability to manage conflict by encouraging differing points of view.
- Work to uncover the reasons behind a disagreement to create effective solutions and maintain positive working relationships.
- Quickly establish boundaries and assess conflict. Listen acutely to varied perspectives separating facts from emotions moving conflict to progress.
- Provide direction; de-escalate, accurately accesses facts, personal investments, potential motives to reach alignment.
- Follow up and provide feedback to team and individuals without delay.

Managing Diversity:

- Model and inspire inclusion through words and actions, promotes a safe place supporting individual differences, views differences.
- Live by and promote the core values of the organization, build understanding and ensuring a balance between shared values and differences.
- Lead and manage a diverse team appropriately to support the agencies commitment to Diversity and Inclusion.

Managing Team Performance:

- Set clear expectations and standards of performance, gaining commitment. Give behaviorally specific feedback. Ask for updates and links consequences to performance.
- Actively hold people accountable to agree upon performance standards/outcomes. Empower, model, and support team collaboration and growth.
- Encourage team communication and motivation, links people and resources.



- Appropriately seek to include team members at all levels in planning and problem solving; reinforce and recognize the accomplishment of goals and objectives.
- Recognize contributions without self-promotion.

Integrity:

- Demonstrate the ability to maintain firm adherence to values and principles even in the face of significant pressure to compromise.
- Keep commitments; maintains confidences when asked to do so; is honest and truthful.
- Demonstrate accountability for words and actions and take responsibility for mistakes.
- Recognize others who contribute to projects that support the leader's success.

Motivation:

- Demonstrate the ability to motivate others to perform at an elevated level, while encouraging work life balance.
- Encourage employees to set ambitious goals; serves as a positive role model by performing at a prominent level of excellence.
- Provide recognition and gives credit for success.
- Express trust in people's competence to do their job; gives employees more authority and accountability.

Qualifications:

- Bachelor's Degree (BA) from four-year college or university, or one to two years of related experience and/or training, or equivalent combination of education and experience 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.
- Certificates, licenses and registrations required: Valid CA driver's license and insurance coverage that meets CA standards.
- Ability to manage multiple tasks and meet required deadlines.
- Strong leadership abilities and supervisory skills.
- Excellent 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.
- Excellent analytical and problem-solving skills.
- Strong ability to exercise confidentiality, discretion, and good judgment.
- Excellent time management and organizational skills including the ability to determine priorities, work independently, work with deadlines, and work with great attention to detail.
- Effective problem solving, written and verbal communication skills.
- Ability to explain technical information in understandable language to nontechnical Registry users.
- Excellent and precise data entry and typing skills including proficiency with Windows, Microsoft Office suite, databases, word processing, and spreadsheet software.
- 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.
- Comfortable with using virtual platforms (such as Zoom, Microsoft Teams) to convene ECE coach forums and conduct virtual meetings.
- Experience and comfort with group processes and collaborative program building approaches.
- Understanding the Los Angeles child care delivery system, stakeholders, agencies, and child care provider population is desirable.

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.

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.

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. Duties, responsibilities, and activities may change at any time with or without notice. All remote work opportunities are at the discretion of the supervisor and executive director and may be changed at any time with or without notice.

This Job Description has been approved by:

Department Director: _____ **Date:** _____

Director of People and Culture: _____ **Date:** _____



Employee signature below indicates the employee's understanding of the requirements, essential functions, duties, and location of the position.

Employee signature: _____ Date: _____