



CHILD CARE ALLIANCE OF LOS ANGELES
Job Description - Non-Supervisor

Job Title: Assistant, Program (Professional Development)
Reports To: Manager, Professional Development
FLSA Classification: Non-Exempt
Location: Hybrid
Pay Grade: 13
Pay Range: \$47,839-\$52,623
Date: January 2026

Summary

The Program Assistant-Professional Development will report to the QSLA Professional Development Manager and support the Professional Development (PD) Team at the Child Care Alliance of Los Angeles (CCALA) with the implementation of CCALA's Family Education and early educator PD scope of work for Quality Start Los Angeles (QSLA), LA County's Quality and Improvement System (QIS). The Program Assistant-Professional Development will assist and support the QSLA Professional Development (PD) team in implementing our PD goals and deliverables by maintaining records, source training materials, assisting in compiling data, managing the logistics for virtual and in-person training events for early educators.

The Program Assistant-Professional Development will play a key role in providing effective, efficient and consistent communication and support to internal and external staff, as well as collaborative partners and early learning providers to continuously to build and enhance QSLA's PD services and resources.

Essential Functions:

- Assist Professional Development Manager and PD Team with the implementation of QSLA's professional development Scope of Work.
- Perform support duties; maintain program or office documentation; purchase necessary training materials, maintain inventory of training related supplies.
- Coordinate Zoom/Teams meetings or calls, prepare e-mails, maintain meeting agendas, take accurate and detailed meeting notes.
- Provide resource support to internal and external trainers by researching, sourcing, organizing, and preparing training materials, based on trainer requests.
- Collect and relay current professional development training information from QSLA partners and internal trainings to the Communications team to support participant outreach and training updates.
- Coordinate with QSLA E-Learning team to ensure timely and effective integration of upcoming virtual, live or off-site training events on QSLA Connect.
- Serve as point of contact for inquiries from QSLA staff and providers related to training events.
- Communicate with program participants and partners over the phone, via e-mail, other electronic communication, or in-person, as needed.
- Ensure accurate training data is maintained for reporting to funders as well as internal use and quality improvement.
- Provide logistical support for training events or appointments held on or off-site, including sending invitations, reminders and follow up e-mails or text messages, arranging meeting space, scheduling events, ordering food and supplies, printing necessary resources, sending out agendas, preparing training materials, etc.

- Provide day-of support for virtual and in-person training events, including room set up and take down, taking attendance, distribution of training materials, documenting of questions or follow-up needs, audio video set up, transporting of training materials to and from location
- Provide technical support for virtual trainings or appointments including sending invitations, taking notes, providing general support to the trainer, etc.
- Manage post-training administrative tasks, including tracking attendance, sending follow-up communications, and maintaining related records.
- Support with shipping materials to early educators, as needed, related to training enrollment and engagement.
- Be available to work a modified weekly schedule to include occasional evenings and Saturdays.
- Perform other duties as assigned.

Competencies:**Job Knowledge/Quality & Productivity**

- Demonstrates required job skills and an understanding of the duties, procedures, and responsibilities of the current position.
- Quality
 - Is thorough in completing work product with attention to detail and accuracy.
 - Meets quality standards, makes continuous measurable improvements.
 - Shares knowledge with coworkers.
- Productivity
 - Completes assignments accurately and in a timely and efficient manner.
 - Adjusts positively to occasional fluctuations in the workloads.
 - Routinely uses time efficiently.
 - Meet deadlines and deliver accurate work.

Accountability:

- Takes ownership and accountability for assignments and commitments, meeting assigned deadlines without additional prompting by supervisor or others.
- Updates supervisor on status, challenges, or delays
- Responds to change with a genuine desire to do what it takes to get the job done, regardless of the need to make adjustments.
- Adheres to all policies and procedures including the established work schedule.

Adaptability/Initiative:

- Adaptability
 - Demonstrates ability to appropriately deal with difficult or unpleasant circumstances, or adjusting to changing conditions, to meet job requirements.
 - Demonstrates resilience in approaching conflict, shifting priorities.
 - De-escalates stress and pressure and leads teams appropriately.
 - Has tolerance for ambiguity, can shift gears comfortably and handle uncertainty.
- Initiative
 - Identifies and addresses challenges or opportunities without being prompted.
 - Takes ownership of new projects and assignments.
 - Seeks new and /or additional on-the-job opportunities to expand personal knowledge and add value to the work group.
 - Actively seeks out resources and solutions independently.

- Willing to assist others in times of need.

Decision Making/Problem Solving:

- Decision Making
 - Demonstrates good judgement, determines priorities, and makes decisions that support the agency's mission, values, and strategic initiatives.
 - Uses 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 when necessary.
 - Is willing to make decisions in difficult or ambiguous situations, when time is critical and when the decision may not be popular.
- Problem Solving
 - Actively anticipates and identifies potential concerns. Probes skillfully to get at the facts, asking questions and seeking information from appropriate sources.
 - Overcomes obstacles by independently identifying solutions.
 - Identifies the specific information needed to clarify a situation or to make a decision. Weighs the priority of things to be done.
 - Alerts appropriate team members of identified problems or concerns in a timely manner.

Collaboration/Communication:

- Collaboration
 - Demonstrates the ability to develop, maintain and strengthen partnerships and relationships with others inside or outside the organization who can provide information, assistance and support.
 - Contributes to team projects, exchanges ideas, opinions, and shows an interest in what others have to contribute.
 - Flexible and open-minded
 - Demonstrates awareness and respect of cultural and individual values and ideas.
- Communication
 - Expresses ideas clearly and effectively verbally and in writing, using concrete, specific language. Provides accurate, timely information (oral/written). Can clearly and concisely convey ideas in written information.
 - Demonstrates active listening, for the careful understanding and consideration of the ideas of others.
 - Responds to others in a well-organized, courteous, and effective manner.
 - Keeps supervisor informed about progress and problems; avoids surprises.
 - Adapting communication methods for different audiences can get messages across that have the desired effect.
 - Maintains confidentiality and appropriately shares relevant information with clients, supervisors, and other staff.
 - Demonstrates effective phone skills.

Fostering Innovation/Creativity:

- Inspires others to develop and implement innovative ideas that impact the department or agency's mission and goals.
- Stays abreast of business, industry, and market information for innovative ideas and opportunities to enhance products and materials for client services.



- Demonstrates willingness to engage others in ideas sharing for potential partnering opportunities resulting in new advancements in the field.
- Personally develops new products or services, including new methodology or approaches.
- Able to cooperate and try new shared approaches to achieve goals.

Qualifications:

- Associate's Degree is required; Bachelor's degree is desirable, or equivalent experience.
- Bilingual preferred (Spanish/English or Mandarin/English), including reading, writing and speaking
- Minimum of 2 year of relevant experience including task management, program assistance, scheduling and communicating with external clients, coordinating events for 20-50 people.
- Understanding of the Los Angeles childcare delivery system, stakeholders, agencies and childcare provider population is preferred.
- Ability to manage multiple tasks and meet required deadlines.
- Strong interpersonal skills including the ability to work effectively with diverse client populations.
- Excellent time management and organizational skills. Able to work independently.
- Willingness to take initiative to identify and solve challenges or create greater programmatic efficiencies.
- Strong written and verbal communication skills
- Strong computer skills, including experience with Microsoft Office suite, Google Suite, Zoom, Microsoft Teams, communications software (i.e. Constant Contact, Canva), preferred.
- Ability to work collaboratively with others at all levels of the organization and work cooperatively with other agencies and community partners.
- Ability to be flexible, innovative and adapt to the changing needs of the program.

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.

Travel Requirements:

- Valid CA driver's license and insurance coverage which meets CA standards, if driving for work related activities
- Ability to travel at least 20% of the time to various locations across LA County (if health guidelines permit)

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: Zenaida Meza Zenaida Meza (Jan 6, 2026 16:53:09 PST) **Date:** 01/06/2026

Senior Director, HR & IT: Janelle Strohmeyer Janelle Strohmeyer (Jan 8, 2026 09:08:25 PST) **Date:** 01/08/2026

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

Employee signature: _____ **Date:** _____










CCALA Job Description - Assistant, Program (Professional Development)

Final Audit Report

2026-01-08

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