



Work where your work matters. Work at CCRC.

CCRC prides itself as a workplace of choice for passionate talent, driven by our mission to cultivate child, family and community well-being. Whether the position works directly with the public or supports our programs, every position is vital to our mission's success and reputation as a leader. We are not your typical non-profit. We are 900+ people strong and growing!

You could play a key role supporting the **Information Technology** Division! Go to our job board to

apply: [job board](#)

The ERP Associate job at a glance

General Summary

Under general supervision, the ERP Associate provides expertise, technical assistance, and administrative support to business applications utilized by People and Culture (P&C), Finance, and another relevant program division/department. The ERP Associate supports various application special projects, including system updates, projects to improve interfaces with other systems, projects for special reporting, and overall system automation improvements. The ERP Associate is responsible for timely user support for meeting service level agreements, developing and providing training and user documentation, ensuring data integrity, maintaining user security, conducting reporting and analysis of business application data and information, and maintaining and supporting solutions for existing and new application modules. This position is classified as Hybrid, full time.

Core Benefits!

- **Hybrid** position!
- **Competitive Compensation** Package
- **Robust benefit offerings** -Medical, Dental, Vision, and Voluntary Life Insurance!
 - CCRC ***covers approximately 90-100% of employee and dependent*** medical and dental coverage, and ***90%*** vision coverage!
 - There are a variety of medical and dental plans offered.
- **Basic Life Insurance and Long-Term Disability** paid for by CCRC
- **Flexible Spending Account** participation offered
- Employer Contribution and Employer Match in the **403(b) Retirement Savings Plan** with 100% vesting!
 - Upon meeting eligibility, employees receive a ***5% contribution*** and may participate in the ***match of 50% up to the 1st 7% of deferrals***
- **Generous Time Off Policy** with vacation and Sick Time, Holidays, and Paid Winter Break
- Opportunities for **learning and professional development**, such as education reimbursement and mastering skills for career progression
- **Culture:** Mission-driven, passionate, and inclusive
- **Employee Assistance and Wellness Programs**
- **501(c) (3) designation**-You can apply for Public Service Loan Forgiveness!

The Details of the Job:

Essential Duties And Responsibilities

Within a team environment, this position will perform the following responsibilities:

Administration & Application/Module Technical and User Support (80%)

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- Translate business requirements into processes and applications that will drive efficient and consistent execution.
- Provides support and collaboration with process improvements, solutions, and procedural changes.
- Supports development of existing modules including annual enrollment and file feeds to external, sensitive, technology systems.
- Ensures data protection follows Federal, State, local Government, and CCRC regulatory and compliance legislation and policies with regards to sensitive information protection and implementation of “need-to-know” information security processes.
- Providing expert support for all application/technology related questions, troubleshoot, and resolve technical issues with software vendor. Analyze current systems and recommend solutions to resolve problems or improve efficiency.
- Collaborates with all program departments software project implementations; ensure integration into the agency’s system meets functional requirements, information security system compliance, and interface specifications.
- Serves as application administrator for multiple business related to applications as assigned; user security and security group management, regular security audits, and application configuration and setup in accordance with data protection regulations and legislation. Ensures privileged user permission and access rosters are created, maintained, and adhered to once approved by SASR management and CIO.
- Researches, disseminates, and trains users on knowledge of application or module usage best practices (such as updates to the modules or user enhancements.). Develops and updates technical and/or user documentation of application, processes, troubleshooting steps, etc. while following CCRC’s change management policies to plan and implement application changes.
- Provides accurate and timely Service Management and customer service activities through constant Service Level Agreement (SLA) compliance monitoring. Independently monitor, follow-up, and document work order queue requests, as well as provide technical user training solutions. Seeks work order/trouble ticket automation in CCRC service management tool.
- Provides detailed documentation and reporting in support of internal and external audits, as requested.
- Maintain and supports data integrity protocols HR, Payroll, Finance, and IT. Monitors process workflow and audits for accuracy to ensure data quality, consistency, and standards.

Reporting (20%)

- Provide accurate program-related data reports to program staff, Internal/External auditors, and other parties as requested and approved by Program Department Leadership, and SASR Management. Ensures quality is consistent with requirements set forth by using division.
- Writes and maintains a variety of reporting queries using software reporting tools, data visualization, and Excel reporting tools. Delivers reporting and analytics solutions appropriate to meet the needs of internal customers (ad hoc reporting tools, standard reports, executive dashboards, etc.).
- Provides ad-hoc data analysis, resolves data discrepancies, and conducts monthly, quarterly, and annual audits for program related reporting; to assist with the maintenance of data integrity through data analysis.
- Prepares periodic and monthly reports for relevant departments; Prepares monthly user account audit reports for senior management and makes necessary corrections upon notification.

Non-Essential Duties And Responsibilities

These duties include tasks that are required and comprise less than 5% of daily functions for this job:

- Review and analyze existing software application or module effectiveness and efficiency approximately every three to five years, and then develop strategies for improving or leveraging these systems.
- Maintains awareness of current trends in technology systems with a focus on supporting product changes and services development, delivery, and support, and applying new technologies.
- Participates in departmental, agency and professional meetings and workgroups, as assigned.
- Perform other duties and responsibilities, as assigned.

Job Specifications

Minimum Required

- **Education:**
 - Bachelor's Degree in Computer Science, Computer Information, or related field from an accredited college or any combination of education and experience that would support the candidate in successful performance of the essential job functions.
- **Experience:**
 - 3 years of application and user account administration with business or data analyst experience.
 - 1 year Administrator experience using Workday ERP.
- **Technical Requirements:**
 - Advance proficiency level using Microsoft Office application suite, web conferencing, and application technologies, and data visualization.
 - Basic knowledge of relational database design and structures.
 - Ability to evaluate & interpret specifications and business/user data and reporting needs
- **Behavioral:**
 - Ability to maintain cooperative, diplomatic working relationships with co-workers, supervisors, and the public; work as part of a team and collaborate with colleagues; and complete projects under tight deadlines even when there are competing requirements and changes in assignments.
 - Effective communication, working collaboratively with adults and children, able to demonstrate a supportive attitude to families.
 - Demonstrated ability to maintain cooperative, diplomatic working relationships with co-workers & supervisors; work as part of a team and collaborate with colleagues & maintain a positive work ethic; complete projects under tight deadlines even when there are competing requirements and changes in assignments.
 - Demonstrated ability to multi-task and work at a fast pace; ability to be flexible and adapt to a rapidly changing work environment.
 - Ability to maintain strict information confidentiality.
 - Adhere to IT division project management processes for all application upgrades while strictly following IT project management procedures.
 - Adhere to confidentiality, including HIPAA and PHI, in accordance with Agency policy and legal requirements.
 - Adhere to technological security in accordance with Agency policy and legal requirements.
 - Demonstrate regular, reliable, and predictable attendance to carry out the essential functions.

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- **Travel:** N/A
- **Work Schedule:** Hybrid Work consisting of working in an office work environment; ambient temperature and noises, indoors, and working remotely.
- **Work environment:** Hybrid office work environment; ambient temperature and noises, indoors.
- **Background & Health Clearance Requirements:** As a grant-funded Agency supporting Children and Family Services, CCRC conducts background checks commensurate with the role to verify candidate qualifications (criminal history, employment history / experience, education, reference checks) and ensure grant compliance. Specific roles may have additional verification / clearance to the standard background check as part of the recruitment and selection process, including:
- **Live Scan Clearance / DOJ Fingerprinting:** For positions working directly with the public in a child/ community care or child / community care adjacent setting (CA Health and Safety Code Section 1596.871 and/or Head Start Program Performance Standards 1302.90).
- **Health Clearance:** For positions working directly with the public in a child/ community care or child / community care adjacent setting or working with “at risk” populations, CA Code of Regulations Title 22, §101216, CA Health and Safety Code 1596.7995, and/or Head Start Program Performance Standards 1302.93)
- **MVR / DMV Clearance** (in accordance with CCRC’s liability insurance provisions): For positions where driving is required.
- **Child Development Permit:** For positions working in an educational capacity (California Education Code Sections 44242.5, 44340, and 44341)
- **CPR / Pediatric CPR Certification:** For certain identified positions working directly with the public in a child/ community care or child / community care adjacent setting (CA Health & Safety Code 1596.865 – 1596.866)
- **Federal Debarment Checks:** For positions acting in a principal capacity to federal funds (Head Start Program Performance Standards 1304.11, Code of Federal Regulations Title 2 Grants and Agreements 2.180.320 and 2.180.995)

Preferred

All minimum requirements above met, plus:

Experience for functional areas assigned preferred:

- Workday
 - HCM, including but not limited to Onboarding, Recruiting, Core HCM, Advanced Compensation, Benefits, and Learning.
 - Financials, including but not limited to WD Grants Management, WD Suppliers, WD Core Accounting, Adaptive Insights, etc.
 - Security Configuration
 - Data Reporting

Physical Demands

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Physical Activity					
Activity List the number of hours spent performing the activity.	Hours Per Day				
	NA	0-2	3-4	5-6	7-8
Balancing: Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or erratically moving surfaces.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing: Ascending or descending ladders, stairs, scaffolding, ramps, poles, or other similar devices. Using feet and legs and/or hands and arms. Performing activities where body agility is emphasized.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crawling: Moving about on hands and knees.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crouching: Bending the body downward and forward by bending the leg and spine.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving: A car, truck, forklift or other types of moving equipment.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Feeling: Perceiving attributes of an object, such as its size, shape, temperature or texture by touching with skin, particularly that of the fingertips.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grasping: Applying pressure to an object with the fingers.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hearing: Perceiving the nature of sounds with no less than a 40db loss at 500Hz, 1000Hz and 2000Hz with or without correction. Ability to receive detailed information through oral communication, and make fine discrimination in sound, such as when making fine adjustments on a piece of equipment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Kneeling: Bending legs at the knee to rest the body on the knee or knees.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting (Light): Raising objects from a lower to a higher location / moving objects horizontally from one location to another. Lifting up to 30lb objects to shoulder level throughout the work shift. Requires the substantial use of the upper extremities and back muscles.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting (Med): Raising objects from a lower to a higher location / moving objects horizontally from one location to another. Lifting 30lb – 50lb objects to shoulder level throughout the work shift. Requires the substantial use of the upper extremities and back muscles.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting (Heavy): Raising objects from a lower to a higher location / moving objects horizontally from one location to another. Lifting 50lb+ objects to shoulder level throughout the work shift. Requires the substantial use of the upper extremities and back muscles.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pulling: Using upper extremities to exert force to draw, haul or lug objects in a sustained motion.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing: Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching: Extending hand or hands and extending arm or arms in any direction.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repetitive motions: Substantial movements of the wrist, hands, and/or fingers, including keyboarding.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sitting: Particularly for long periods of time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Standing: Standing or staying on feet for sustained periods of time.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stooping: Bending body downward and forward by bending the spine at the waist, requiring full use of the lower extremities and back muscle.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Talking: Expressing or exchanging ideas by means of spoken words. Those activities in which detailed or important spoken instructions to co-workers are required. The instructions must be conveyed accurately, loudly, and/or quickly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Twisting: Turning from right to left at the waist.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Viewing: The ability to distinguish colors, read a VDT or other needs for depth perception.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Walking: Moving about on feet to accomplish tasks.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Notices

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Child Care Resource Center is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex including sexual orientation and gender identity, national origin, disability, protected Veteran Status, or any other characteristic protected by applicable federal, state, or local law.

The contractor will not discharge or in any other manner discriminate against employees or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant. However, employees who have access to the compensation information of other employees or applicants as a part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or (c) consistent with the contractor's legal duty to furnish information. 41 CFR 60-1.35(c)

Accommodations

If you are a qualified individual with a disability or a disabled veteran, you have the right to request an accommodation if you are unable or limited in your ability to use or access our career center as a result of your disability. To request an accommodation, contact a Human Resources Representative at (818) 717-1000 ext. 6599 or email them at Recruiting@ccrcca.org.