



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 1200+ people strong and growing!

You could play a key role supporting the **Learning and Development** Division! Go to our job board

to apply: [job board](#)

Sr. Learning Experience Specialist job at a glance

General Summary

Under the general supervision of the Manager, the Sr. Learning Experience Specialist is responsible for delivering high-quality, end-to-end learning experience for all CCRC employees. This role combines technical LMS expertise, e-learning design and development, and hands-on learning facilitation to ensure employees have access to engaging, effective, and accessible learning opportunities. Core responsibilities include LMS administration, e-learning content creation using authoring tools, coordination and facilitation of agency-required and professional development trainings, and support for live and virtual learning events. The Learning Experience Specialist serves as a subject matter expert in learning technologies, and learning experience development. Leads the design, implementation, and continuous improvement of learning solutions that support the agency's goals and employee development across the agency. This role also collaborates on project plans, coordinates task responsibilities, communicates changes and progress, and ensures projects are completed on time and within budget. This position is a full-time, hybrid position.

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

LMS Administration (35%)

- Serves as the primary LMS subject matter expert and advises stakeholders on system capabilities, enhancements and best practices.
- Evaluates LMS functionality and recommends process improvements to enhance learner engagement,

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reporting capabilities, and operational efficiency.

- Responsible for technical and functional administration of the day-to-day operation, maintenance, usage, and analysis of learning management system and responds to support requests
- Ensures desired LMS configuration and security needs align with the agreed upon parameters
- Reviews release notes and communicate system configuration changes to stakeholders
- Ensures system continuity and prevents negative impact to end users through systems tests and audits
- Analyzes learning metrics and trends and provides recommendations to leadership regarding learning effectiveness, compliance, engagement, and future learning needs.
- Provides LMS consultation on providing best practices of functionality, including creating and utilizing LMS events, campaigns, sessions, curricula, learning journeys, email notifications, custom reports, standard reports, and content (e-learning modules, materials, videos).
- Maintains the LMS training catalog and ensures its high-quality operation to enhance user experience.
- Screens LMS publication items to ensure they comply with SCORM standards, generate a valid system of record, and facilitate effective learning experiences.
- Identifies and reports technical support issue trends and recommendation resolutions.
- Actively resources the Workday user forum to find and recommend solutions and best practices
- Continually improves Workday, learning technology, and related fields knowledge and skillset
- Coordinates, tracks, and administers Agency required trainings such as but not limited to AB 1825 Harassment Prevention, Annual 403(b) Education Days, Mandated Reporter, Blood borne Pathogens, Fire Extinguisher, CPR & 1st Aid, Annual Driver's Training, and other trainings as identified.
- Conducts audits as needed to ensure training compliance, record retention, etc.
- Ensure staff are assigned to and complete the required courses in a timely manner; reports on compliance training completion to division and agency leadership as appropriate.

E-Learning Design and Development (35%)

- Designs, develops, and publishes interactive e-learning modules using authoring tools such as Articulate (i.e., Storyline & Rise), or equivalent platforms, ensuring content is engaging, accessible, and SCORM compliant.
- Leads end-to-end instructional design projects, managing priorities, timelines, stakeholder expectations, and deliverables.
- Apply instructional design principles to develop learning experiences that are learner-centered, outcome driven, and aligned with organizational goals and adult learning theory.
- Creates supporting multimedia assets including screen captures, instructional videos, job aids, infographics, and other digital learning materials using tools such as Snagit, Camtasia, or Canva.
- Partners with subject matter experts across the agency to gather content, validate accuracy, and translate complex information into clear, learner-friendly e-learning experiences.
- Manages the full e-learning production cycle from storyboarding and scripting through development, review, revision, and LMS publishing.
- Stays current on emerging trends in e-learning design, instructional technology, and digital learning tools to continuously improve the quality and innovation of CCRC's learning content.

Learning Facilitation and Training Support (15%)

- Configures and maintains the monthly/quarterly training schedule
- Co-facilitates or leads live and virtual learning sessions, including new hire orientations, professional development workshops, and required compliance trainings, demonstrating confidence and effectiveness in public speaking and group facilitation.
- Supports the L&D Manager and team in the preparation and delivery of training materials, facilitator guides, slide decks, and participant resources for agency-wide learning events.
- Collects and analyzes participant feedback from training sessions to assess effectiveness and inform continuous improvement of learning programming.

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General Assistance (15%)

- Supports the administration of the Learning & Development budget by monitoring expenditures, tracking vendor payments, preparing budget-related documentation, and coordinating procurement activities.
- Manages and updates Intranet Training page and develops learning course promotional campaigns.
- Supports the Workday Employee Experience
- Reviews and edits materials on behalf of the Manager, Learning and Development to ensure accuracy, clarity, and professional quality.
- Oversee logistical planning and operational support for agency-wide learning initiatives, ensuring a seamless learner experience across CCRC locations.
- Coordinates vendor engagement and payment processes to ensure timely delivery of learning programs and compliance with agency financial procedures.

Non-Essential Duties And Responsibilities

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

- Participate in departmental, agency and professional meetings and workgroups, as assigned.
- Completes other duties and projects assigned.

Job Specifications

Minimum Required

Education: BA/BS in Business, Human Resources, Training, Education, Organizational Development, Communications or related field from four-year College or University or equivalent combination of education and experience.

Experience:

- Minimum of 5 years of experience in learning and development, instructional design, training coordination, or a closely related field. in a corporate administrative role.
 - Minimum of 3 years of experience in LMS administration, including tier 1 support and troubleshooting, plus demonstrated experience creating e-learning content using authoring tools (such as Articulate, Camtasia, or equivalent). Experience facilitating live or virtual training sessions required. Equivalent combinations of education and experience may be considered.
- Professional/Technical Certifications: n/a

Technical Requirements:

- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and strong comfort with learning technology platforms, data reporting tools, and virtual facilitation tools such as Zoom or Microsoft Teams.
- Demonstrated ability to gather, analyze, and present data using Excel and other reporting tools, including chart creation and formulas.
- Experience with e-learning authoring tools (e.g., Articulate Storyline, Articulate Rise, Camtasia, Captivate) and multimedia production tools (e.g., SnagIt, Canva). Demonstrated ability to facilitate engaging live and virtual training sessions for varied audiences.

Bilingual Required: n/a

Behavioral:

- Demonstrate effective listening, verbal, written communication skills, and ability to work with the public.
- Must have excellent organizational and time management skills by displaying the ability to prioritize and plan work activities; use time efficiently; plan for additional resources; set goals and objectives; develop realistic action plans and have meticulous attention to detail and knowledge of general office procedures.
- Must demonstrate excellent customer service skills in working with external and internal customers.
- Strong ability to think critically, solve problems creatively, and present ideas.
- Be honest and dependable.
- Respect and maintain the privacy and confidentiality of all staff.
- Cooperative work, effective Organization skills and Customer Service; collaborative teamwork, accurate work product, strong problem-solving skills, and effective critical thinking.
- Demonstrate regular, reliable, and predictable attendance to carry out the essential functions.
- Ability to prioritize work effectively, multi-task, adjust to meet multiple demands; follow up with tasks through completion; ensure deadlines are met.
- Show ability to have flexibility, maturity of judgment, and ability to work collegially.
- Ability to exercise discretion, confidentiality, apply good judgment in making decisions, work independently and take initiatives.
- Adherence to confidentiality, including HIPAA and PHI, in accordance with Agency policy and legal requirements.
- Adherence to technological security in accordance with Agency policy and legal requirements.

• **Travel:** Some travel/business related driving required; Travel may occur throughout CCRC's service area within Los Angeles County and San Bernardino County. Staff members driving on behalf of CCRC may choose to drive a CCRC vehicle or personal vehicle and must meet requirements to become and remain an approved driver, including maintaining current auto insurance, a valid California Driver's License, and DMV clearance.

Work Schedule: This is a Monday through Friday role.

Work environment: This position works on a hybrid schedule. Your office will be in our Chatsworth-Headquarters' location.

Background & Health Clearance Requirements: Background requirements determined according to the requirements of the program(s) which the position will be supporting. Background check required. 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:

o **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).

o **Health Clearance:** For positions working directly with the public in a child/ community care or child / community care adjacent setting or working with vulnerable populations, CA Code of Regulations Title 22, §101216, CA Health and Safety Code 1596.7995, and/or Head Start Program Performance Standards 1302.93)

o **MVR / DMV clearance in accordance with CCRC's liability insurance provisions:** For positions

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where driving is required.

o **Child Development Permit:** For positions working in an educational capacity (California Education Code Sections 44242.5, 44340, and 44341)

o 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)

o **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)

o **Credit & Bankruptcy Check:** For positions with fiscal responsibility (roles with authority over financial transactions), a credit and bankruptcy check will be conducted to assess financial responsibility in alignment with agency standards and applicable laws, including the federal Fair Credit Reporting Act (15 U.S.C. 1681 et seq.) and California Labor Code restrictions on credit reports (Labor Code 1025.5.)

Preferred

All minimum requirements above met, plus:

- Technical Requirements

o Workday Learning experience

o Articulate 360 certification or demonstrated advanced proficiency preferred. Experience with instructional design methodologies (ADDIE, SAM) or a certificate in instructional design, training facilitation, or a related field is a plus.

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.	☐	☒	☐	☐	☐
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.	☐	☒	☐	☐	☐
Crawling: Moving about on hands and knees.	☒	☐	☐	☐	☐
Crouching: Bending the body downward and forward by bending the leg and spine.	☐	☒	☐	☐	☐
Driving: A car, truck, forklift or other types of moving equipment.	☐	☒	☐	☐	☐
Feeling: Perceiving attributes of an object, such as its size, shape, temperature or texture by touching with skin, particularly that of the fingertips.	☐	☒	☐	☐	☐
Grasping: Applying pressure to an object with the fingers.	☐	☐	☐	☒	☐
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.	☐	☐	☐	☐	☒
Kneeling: Bending legs at the knee to rest the body on the knee or knees.	☐	☒	☐	☐	☐
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.	☐	☒	☐	☐	☐

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Physical Activity					
Activity List the number of hours spent performing the activity.	Hours Per Day				
	NA	0-2	3-4	5-6	7-8
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.	☐	☒	☐	☐	☐
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.	☐	☒	☐	☐	☐
Pulling: Using upper extremities to exert force to draw, haul or lug objects in a sustained motion.	☐	☒	☐	☐	☐
Pushing: Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.	☐	☒	☐	☐	☐
Reaching: Extending hand or hands and extending arm or arms in any direction.	☐	☒	☐	☐	☐
Repetitive motions: Substantial movements of the wrist, hands, and/or fingers, including keyboarding.	☐	☐	☐	☐	☒
Sitting: Particularly for long periods of time.	☐	☐	☐	☒	☐
Standing: Standing or staying on feet for sustained periods of time.	☐	☒	☐	☐	☐
Stooping: Bending body downward and forward by bending the spine at the waist, requiring full use of the lower extremities and back muscle.	☐	☒	☐	☐	☐
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.	☐	☐	☐	☐	☒
Twisting: Turning from right to left at the waist.	☐	☒	☐	☐	☐
Viewing: The ability to distinguish colors, read a VDT or other needs for depth perception.	☐	☐	☐	☒	☐
Walking: Moving about on feet to accomplish tasks.	☐	☐	☒	☐	☐

Notices

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.

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