Career Development Center
New York Early Childhood Professional Development Institute

Professional Development Quality Assurance Associate

New York Early Childhood Professional Development Institute

New York, NY 10036

Other | Full-time | Hybrid | $51,000 - $56,000 a year

Posted on September 15, 2026

Organization Statement

The New York Early Childhood Professional Development Institute leads the work to establish and implement an early childhood workforce system to ensure funding, standards and competencies, career development resources, qualifications and credentials, professional development (training and strengths-based coaching), and program quality assurance and improvement for individuals who work with young children throughout New York. The Aspire Registry is New York State's early childhood workforce data system and a core component of New York Works for Children (NYWFC).

Job Description

The Aspire Registry is New York State's early childhood workforce data system and a core component of New York Works for Children (NYWFC). One of NYWFC's most critical responsibilities is maintaining a high-quality training approval system, which ensures that professional development offered across the state is aligned with OCFS regulations, the New York State Core Body of Knowledge (CBK), and best practices in adult learning. The Professional Development Quality Assurance (PDQA) Associate plays a key role in upholding the integrity of this system. This position supports the consistent and accurate review of trainer and training applications, provides high-quality customer service to trainers and organizations, and ensures statewide adherence to training quality standards. This role reports to the Director of Professional Development Quality Assurance, collaborates with the Senior PDQA Associate, and works in a collaborative environment with a diverse team of professionals across NYWFC.

Responsibilities

Training & Trainer Application Review

- Review and evaluate trainer, training, and training organization applications submitted to The Aspire Registry for accuracy, completeness, and alignment with OCFS training requirements.
- Apply PDQA review criteria consistently and ensure timely processing of submissions.
- Identify discrepancies, missing information, or quality concerns and follow up with applicants as needed.
- Support implementation of new training approval enhancements (e.g., course tagging, CBK updates, training credit guidance).

Quality Assurance & System Integrity

- Uphold NYWFC’s standards for professional development quality and statewide compliance.
- Maintain up-to-date knowledge of OCFS regulations, the Core Body of Knowledge, adult learning standards, and NYWFC guidance documents.
- Participate in internal audits, cross-checks, and quality reviews to ensure consistency across the PDQA team.
- Support data accuracy by updating records, flagging system irregularities, and collaborating with the Senior PDQA Associate and Director of Professional Development Quality Assurance on complex review issues.

Customer Service & Trainer Support

- Provide timely, professional, and accurate customer service via email, phone, and support tickets to trainers, organizations, and other stakeholders.
- Offer clear guidance on NYWFC policies, application requirements, and training quality expectations.
- Assist applicants with navigating Aspire, submitting materials, and resolving technical or procedural issues.

Collaboration & Workflow Management

- Collaborate closely with the Senior PDQA Associate and PDQA Director to meet processing targets and maintain high-quality standards.
- Work effectively within a diverse, fast-paced team environment across NYWFC, the Aspire team, and partner organizations.

- Attend and contribute to recurring team meetings, and calibration sessions as needed.
- Perform special projects and other duties as assigned.

Documentation & Continuous Improvement

- Maintain accurate logs, workflows, and internal documentation.
- Contribute feedback on emerging trends, common challenges, or opportunities to strengthen the training approval system.
- Assist in developing guidance materials, and internal process updates as needed.

Other

- Participate in staff meetings and trainings as required.
- Perform special projects and other duties as assigned.

Qualifications

Minimum Qualifications

- Bachelor’s degree in early childhood education, youth development, human services, public administration, education, or a related field; or a bachelor’s degree in any field combined with substantial experience in early childhood or school-age program operations, such as director, assistant director, education specialist, program coordinator, or experienced lead teacher.
- Professional experience in early childhood or school-age settings with familiarity in program standards, regulatory requirements, or supporting adult learners.
- Experience delivering, coordinating, or supporting professional development for educators, formally or informally.
- Strong attention to detail with the ability to review submissions for accuracy, completeness, and alignment with established criteria.
- Clear and professional written and verbal communication skills, including the ability to provide supportive guidance to trainers, organizations, and applicants.
- Experience using databases, digital tracking systems, member platforms, ticketing systems, or other tools for managing applications, records, or workflows, with the ability to learn new systems quickly.

- Strong organizational skills with the ability to manage multiple responsibilities, prioritize effectively, and meet deadlines in a fast-paced environment.
- Emotional maturity, sound professional judgment, and the ability to communicate confidently and work collaboratively within a diverse team.
- Commitment to equity, diversity, and inclusion, and to supporting the diverse early childhood and school-age workforce across New York State.

Preferred Qualifications

- Familiarity with workforce registries or higher education transcript analysis.
- Active membership in The Aspire Registry or prior experience using Aspire, including maintaining a member profile or navigating trainer or training submissions, is strongly preferred.
- Bi-lingual language skills (Spanish, Mandarin, Cantonese, or Russian preferred)
- **Minimum Education Level:** Bachelor's Degree
- **Preferred Education Level:** Bachelor's Degree

Application Instructions

Apply on the RFCUNY website.

Applications without cover letters will not be considered.

Language Requirements

English

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