

MONTGOMERY COUNTY CLASSIFICATION SPECIFICATION: 08/18/08	CLASS TITLE: C S E A CUSTOMER CONTACT REPRESENTATIVE (ORGANIZATIONAL OMBUDSPERSON)	CODE: 69205
	MAJOR AGENCIES: B C C (Job & Family Services Department - ONLY)	PAGE <u>1</u> OF <u>2</u>

CLASS CONCEPT: Under direction of CSEA section director, advanced performance level in assistance work requiring resolution of customer issues, serving as liaison between all parties involved, recommending changes resulting from customer issues affecting existing CSEA policy, and conducting state hearings and county conferences on behalf of CSEA management. Prepares CSEA reports and audits for required submission to State and provides technical assistance with section software applications. Performs material and substantial duties of classification more than 50% of time.

RANK	JOB DUTIES	MAJOR WORKER CHARACTERISTICS
1	Provides customer resolutions on behalf of section director in accordance with established methods and procedures. Receives and responds to CSEA customer inquiries which have not been resolved via other CSEA staff and which may come in from State offices or Montgomery County Commissioner's office or other departments. Requires extensive CSEA program knowledge to effect resolution. Assumes case action duties including responsibility for judgments, opinions, suggestions, and actions taken. Acts as liaison between CSEA administration, customers, customer representatives, advisory groups, local attorneys, Public Defenders Office, Child Protection Units, Children Services administrators, the Courts, etc. Requires ability to exchange information in person, in writing, via e-mail or telephone. Assists with policy changes required as result of customer issues. Assists with review for accuracy of child support specific contracts.	Knowledge of: 11a(public relations); 12(office management); 13(office practices and procedures-agency policies and procedures pertinent to assigned area)*; 14(government structure and process)*; 16(interviewing). Skill in: 29(equipment operations-PC with various software applications and other office equipment). Ability to: 30i(deal with variety of variables in somewhat unfamiliar context); 30k(understand practical field of study-e.g. business administration); 30l(define problems, collect data, establish facts and draw valid conclusions); 30q(understand most difficult classes of concept); 30r(deal with many variables and determine specific action-e.g. multiple facts, research,etc.); 31d(calculate fractions, decimals and percentages); 31g(use statistical analysis); 32l(maintain accurate records); 32o(prepare meaningful, concise and accurate reports); 32q(use proper research methods in gathering data); 32u(prepare and deliver speeches before specialized audiences and general public); 32x(develop complex reports and position papers); 33e(gather, collect and classify information about data, people or
2	Conducts County Conferences and State Hearings on behalf of CSEA after research of current legal and/or program processes and protocol; review current status of case in question; request/procure case audits (Performs Related Duties As Required)	(*Developed After Employment)

UNUSUAL WORKING CONDITIONS:	MINIMUM CLASS REQUIREMENTS: (Including License, If Any) Completion of undergraduate coursework in business administration, management science or public administration and 1 yr. experience in administration position involving research and public contact. -OR completion of associate degree course work in business administration, management science or public administration and 3yrs. experience in (Other Evidences May Be Substituted)	TRAINING & DEVELOPMENT:
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