

MONTGOMERY COUNTY CLASSIFICATION SPECIFICATION: 08/21/09	CLASS TITLE: CHILD SUPPORT ENFORCEMENT AGENCY SPECIALIST I (CSEA SPECIALIST I)	CODE: 69400
	MAJOR AGENCIES: B C C (JOB & FAMILY SERVICES – ONLY)	PAGE <u>1</u> OF <u>2</u>

CLASS CONCEPT: Under general supervision of Job and Family Services Supervisor, Job and Family Services Manager or higher level administrator, responsible for duties required of a CSEA Enforcement or Legal Division caseworker, perform all requisite child support casework functions and participate as first-contact customer resolution specialist. Perform material and substantial duties of classification more than 50% of the time.

RANK	JOB DUTIES	MAJOR WORKER CHARACTERISTICS
1	Perform all requisite child support casework functions; answer inbound calls and make outbound calls from and to customers in call center environment or other customer service/office environment; participate as first contact-customer resolution specialist; verify accuracy of and update financial data contained within CSEA computer system (SETS); update SETS with correct information pertaining to court ordered child, medical and/or spousal support; review and manage SETS alerts; process incoming and outgoing mail; make and accept referrals from all child support areas; perform functions associated with managing and working state and local reports; make outgoing phone calls to customers, employers, financial entities, etc.; perform all functions and requirements associated with individual walk-in customers.	Knowledge of: 7(manpower planning), 8(employee training and development), 10(safety practices), 11a(public relations), 11b(human relations), 13a(office practices and procedures), 13b(agency policies and procedures)*, 14(government structure and process), 15(counseling), 16(interviewing), 23(law-state laws re public assistance, employment and child support); Skill in: 29(equipment operations – computer); Ability to: 30d(deal with problems involving few variables in familiar context), 30l(define problems, collect data, establish facts and draw valid conclusions), 31e(calculate fractions, decimals and percentages), 32l(maintain accurate records), 32t(use proper research methods in gathering data), 33e(gather, collate and classify information about data, people or things), 34c(cooperate with co-workers on group projects) and 34f(handle sensitive inquiries from and contacts with officials and general public).
2	Develop and maintain complete and accurate child support case files; refer customers to other government or private agencies as appropriate; prepare required reports; compute over or under payments; report findings and amounts of improper payments; make referrals to investigative-recovery unit; prepare notification letters to recipients of suspension, addition, reduction or termination of child support; prepare documents when necessary to refer client to another unit.	
	(Performs Related Duties As Required)	(*Developed After Employment)

UNUSUAL WORKING CONDITIONS:	MINIMUM CLASS REQUIREMENTS: (Including License, If Any) B.A. or B.S. in social services, human services, liberal arts or business related field – OR – Associates Degree in social services, human services, liberal arts or business related field plus 3 yrs. minimum CSEA experience as Account Clerk I or equivalent classification from another CSEA – OR – alternative, equivalent evidence of the Minimum Class Requirements. (Other Evidences May Be Substituted)	TRAINING & DEVELOPMENT:
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CLASS CONCEPT:

RANK	JOB DUTIES	MAJOR WORKER CHARACTERISTICS
3	Attend hearings; prepare summaries; process corrections; answer routine inquiries; make referrals to attorneys; cooperate with law enforcement, judicial and governmental officials and agencies; maintain investigative records and prepare reports on findings; make recommendations; attend conferences/training programs; assist fellow workers. Perform other duties as assigned. (Performs Related Duties As Required)	(*Developed After Employment)

UNUSUAL WORKING CONDITIONS:	MINIMUM CLASS REQUIREMENTS: (Including License, If Any) (Other Evidences May Be Substituted)	TRAINING & DEVELOPMENT:
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