MONTGOMERY COUNTY CLASSIFICATION SPECIFICATION: 08/24/09	CLASS TITLE: CHILD SUPPORT ENFORCEMENT AGENCY TEAM LEADER (CSEA TEAM LEADER)	CODE: 69402
	MAJOR AGENCIES: B C C (JOB & FAMILY SERVICES – ONLY)	PAGE 1 OF 1

CLASS CONCEPT: Advanced level job and family services occupation bridging gap between management and front-line staff under upper level supervision requiring knowledge of all services provided by Job and Family Services Department; assist in motivating, coach and develop, lead by example, and facilitate problem solving for team members; perform rank 1 job duties and also must perform rank 2, 3 and 4 job duties. Perform material and substantial duties of the classification more than 50% of the time.

RANK	JOB DUTIES	MAJOR WORKER CHARACTERISTICS
1	Lead assigned team of CSEA Specialists under supervision of CSEA Supervisor by exhibiting leadership, problem solving, coordinating daily activities and monitoring performance. Provide quality customer contact via phone or face to face; manage caseloads via multiple contacts and report types; attend and/or lead meetings and provide feedback to Staff Management.	**Knowledge of:** 7(workforce planning), 8a(employee training and development), 9a(lead work), 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 relative to public assistance, employment and child support); **Skill in:** 29(equipment operation—computer, all other office equipment); **Ability to**: 30d(deal with problems involving few variables within 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), 34e(establish friendly atmosphere as supervisor of work unit) and 34f(handle sensitive inquiries from and contacts with officials and general public).
2	Perform tasks of CSEA Specialists and CSEA Account Clerks; refer customers to other government or private agencies; conduct in-house investigations relative to support establishment and enforcement; locate absent parents; establish paternity; establish and enforce support payments; and comply with and enforce court orders; etc..	
3	Assist in the training of new team members; receive and investigate complaints concerning services provided; prepare reports on team activities.	
4	Enter and retrieve information on computer; document employer and customer activity; monitor programs; provide notary service.	
	(Performs Related Duties As Required)	(*Developed After Employment)

UNUSUAL WORKING CONDITIONS:	MINIMUM CLASS REQUIREMENTS: (Including License, If Any)	TRAINING & DEVELOPMENT:
May conduct field investigations.	Bachelor's degree in business, criminal justice, political science, sociology, liberal arts, psychology or related discipline and 1 year of experience in administration of public assistance, child support and/or workforce development programs. **-OR alternative, equivalent evidence of the Minimum Class Requirements.** (Other Evidences May Be Substituted)	