

Certification: Management Module



Exam ID: MM

Scope:

The Management Module is one of three examinations required for candidates pursuing a Certified Building Official or Certified Fire Marshal combination designation. The scope for a Certified Building Official can be found on the Building Codes and Standards (BC) Expanded Content Outline and the scope for a Certified Fire Marshal can be found on the Fire Codes and Standards (FC) Expanded Content Outline.

- 75 multiple-choice questions
- 2-hour limit
- Open book

01	Customer Service and Communication	30%
0101	<u>Soft Skills</u> Demonstrate skills including, but not limited to, decision making, problem solving, professionalism, integrity, honesty, and time management.	7%
0102	<u>Communication</u> Communicate building and fire and life safety messages to the public using the appropriate media.	5%
0103	<u>Interagency Cooperation and Reporting</u> Establish and administer policy procedures for communication and cooperation with other governmental agencies and to provide local governing authorities with departmental performance reports.	6%
0104	<u>Public Service and Information</u> Establish and administer departmental policy for enhancing services, education, and information to the public, construction industry, and media.	5%
0105	<u>Feedback Strategy</u> Create a strategy for acquiring and evaluating feedback from the community to improve public service.	7%
02	Financial Management	22%
0201	<u>Budgets and Financing</u> Develop and administer departmental budgets and financing responsibilities consistent with implementation of directives of the governing authorities.	11%
0202	<u>Cost and Revenue Control</u> Implement financial audits to ensure ongoing compliance with budgetary restrictions. Verify revenue generation and expenditures are consistent with budget projections and policies.	11%

03	Personnel Management	30%
0301	<u>Job Descriptions and Personnel Recruitment</u> Establish and administer written job descriptions for all department employees, minimum qualifications for applicants, and standard recruiting procedures.	7%
0302	<u>Personnel Supervision</u> Establish and administer responsibilities for direct and indirect supervision for each department employee, which includes work scheduling and effective job performance evaluations. Establish and administer personnel incentive to recognize exceptional individual and group performance and attainment of departmental goals and objectives.	8%
0303	<u>Time-management Efficiency</u> Establish and administer policies and goals for department personnel in time management and work flow efficiency.	7%
0304	<u>Employee Professional Development</u> Establish and administer criteria for assessment of employee professional development and training programs on technical skills, department policy, goals, objectives, and performance requirements of the position.	8%
04	Records Management	18%
0401	<u>Employment Records</u> Manage procedures for generation and maintenance of all necessary employment records for all department employees. Manage policies for employee and public access to departmental personnel records, specifying which records are public information, and which records are not public information.	9%
0402	<u>Code Enforcement Records</u> Manage procedures for generation and maintenance of inspection, plan review, fire investigation reports and records.	9%