

Management Module - MM

EXAM ID	CATEGORY	STATE	TYPE	CODE YEAR
MM	Certified Building Official, Certified Fire Marshal	National/All	National Certification	2018 ▾

- [INFO](#)
- [OUTLINE](#)

SCOPE

The Management Module is one of three examinations required for candidates pursuing a Certified Building Official or Certified Fire Marshal combination designation.

NOTE: You have 18 months to fulfill the exam requirements to achieve either the CBO or CFM designation.

REFERENCES

2018 International Building Code® (Soft Cover)	\$174.00
2018 International Fire Code® (Soft Cover)	\$139.00
Inspector Skills	\$26.50
Human Resources Management for Public and Nonprofit Organizations, 4th Edition	\$99.95
Building Department Administration, 4th Edition	
A Budgeting Guide for Local Government, 3rd Edition*	
A Budgeting Guide for Local Government, 4th Edition*	

*You may bring either the 3rd OR 4th edition of the Budgeting Guide for Local Government

* any copyrighted, bound book may be used at a test site. Exam questions will only come from the listed approved references, and exam appeals may only be based on the listed approved references.

QUESTIONS 75

TIME LIMIT 2:00 Hours

OPEN BOOK? Open

AVAILABLE METHODS

Proctored Online Testing

\$190.00

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Customer Service and Communication 30%

Soft Skills

Demonstrate skills including, but not limited to, decision making, problem solving, professionalism, integrity, honesty, and time management. 7%

Communication

Communicate building and fire and life safety messages to the public using the appropriate media. 5%

Interagency Cooperation and Reporting

Establish and administer policy procedures for communication and cooperation with other governmental agencies and to provide local governing authorities with departmental performance reports. 6%

Public Service and Information

Establish and administer departmental policy for enhancing services, education, and information to the public, construction industry, and media. 5%

Feedback Strategy

Create a strategy for acquiring and evaluating feedback from the community to improve public service. 7%

Financial Management 22%

Budgets and Financing

Develop and administer departmental budgets and financing responsibilities consistent with implementation of directives of the governing authorities. 11%

Cost and Revenue Control

Implement financial audits to ensure ongoing compliance with budgetary restrictions. Verify revenue generation and expenditures are consistent with budget projections and policies. 11%

Personnel Management 30%

Job Descriptions and Personnel Recruitment

7%

Customer Service and Communication

30%

Establish and administer written job descriptions for all department employees, minimum qualifications for applicants, and standard recruiting procedures.

Personnel Supervision

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%

Time-management Efficiency

Establish and administer policies and goals for department personnel in time management and work flow efficiency.

7%

Employee Professional Development

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%

Records Management

18%

Employment Records

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%

Code Enforcement Records

Manage procedures for generation and maintenance of inspection, plan review, fire investigation reports and records.

9%

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