

## **American Institute of Constructors**

### **Constructor Certification Commission Policy and Procedure No. 5.3**

#### **Commission Contractor Responsibilities and their Employee Job Descriptions**

Policy – The Commission will maintain the responsibilities for all of the contractors it employs along with their employee's job descriptions and will review all responsibilities and descriptions annually to insure currency and make any needed changes.

Responsibility – Board of Governors

Reference Commission Documents – None

Procedure – The following are the Commission management responsibilities and their employee's job descriptions.

#### **Management Contractor Responsibilities**

The Management Contractor is the entity that is contracted to perform the Commission's administrative and technical operations as noted herein.

##### *Management and Leadership*

1. Provide a knowledgeable individual that will be the full time Commission Certification Manager. The Certification Manager represents the Commission to the public and cooperates with the Commission thru its Chair.
2. Provide leadership in cooperation with the Commission with regard to the development of the Commission in the attainment of its goals.
3. Work with the Commission to develop and maintain a strategic plan for the contract period.
4. In conjunction with the Commission lead the development of an annual business and marketing plan. The Management Contractor will be responsible for guiding and assisting the marketing section of the plan and administration of developing the plan.
5. Manage vendor contracts.
6. The Commission's Certification Manager to arrange for and attend all Commission meetings, approximately four (4) eight hour meetings per year, monthly conference calls and such other meetings as directed by the Commission's Board of Governors.
7. Serve as liaison to trade associations, university test sites, professional societies and others as designated by the Commission's Board of Governors.
8. Work with associations represented on the Commission's Board of Advisors to coordinate promotion of constructor certification.
9. Familiarize all entities who participate in the administration of the Commission with its purpose i.e. to provide credentialing of constructors who have shown by experience, education and passing a written examination that they are fully qualified to be known as a Certified Associate Constructor (CAC) or as a Certified Professional Constructor (CPC).

10. Maintain a good working relationship with the Commission and the examination sites including responding to their inquiries and needs in their coordination of the semi-annual CAC and CPC examinations.

#### *Administration*

1. Provide a dedicated phone line for the Commission with a live knowledgeable person to answer during normal office hours, 8:00 am to 5:00 pm ET, Monday through Friday. Provide an answering service to take messages during other times and respond to those messages during the next business day.
2. Plan and organize logistics for the Commission and its various committees, subcommittees, panels and task forces as they might arise.
3. Work with the Commission Chair to develop agenda for the Commission meetings and telephone/web conferences. Notify all parties of the time and location of the meetings and telephone/web conferences in a timely manner. Plan and organize the logistics for other committee meetings in coordination with their Chairs.
4. Maintain records and files in a form as directed by the Commission. Current files containing information on all certified individuals must be maintained on the premises.
5. Manage in an orderly fashion and store the Commission's historical and archived files and records in an appropriate secured easily accessible storage facility.
6. Maintain ability to and accept and reply to all correspondence directed to the Commission including written, telephonic, fax, web site or e-mail format. Prepare and send letters from the Commission as directed by its Chair.
7. Record, prepare and distribute agendas and minutes of the Commission meetings and telephone conferences.
8. Administer the semi-annual testing process in conjunction as described below.

#### *Financial Management*

1. Develop and recommend to the Commission financial policies and procedures.
2. Under the direction of with the Commission's Treasurer, develop an annual budget for the Commission for approval by the Finance Committee.
3. Review compliance with nonprofit and corporate governance rules and make recommendations for change if needed.
4. Implement annual budgets, including making recommendations for necessary adjustments to the Commission's Board of Governors.
5. Maintain all financial records in accordance with GAAP using a file format that is universal, ubiquitous and approved by the Commission's Board of Governors. Produce the following monthly statements and distribute to the Commission's Board of Governors by the 20th of the subsequent month:
  - a. Statement of Financial Position (Balance Sheet)
  - b. Statement of Activities
  - c. Trial Balance
  - d. Bank reconciliation
  - e. Accounts Receivable and Ageing Report
  - f. Accounts Payable

- g. Cash receipts journal with name, amount and date of payee
  - h. Check Register Report
  - i. 12-Month Annual Actual vs. Forecast Report
6. Maintain and manage a banking relationship, requiring two signatures on accounts i.e. Commission Chair and Certification Manager, Commission Treasurer and Certification Manager or Commission Chair and Treasurer.
  7. Invoice annually for Continuing Professional Development (CPD) fees.
  8. Collect and process testing fees and properly account for payables.
  9. Invoice, collect fees for, and mail the Strength and Weakness reports to the Universities.
  10. Propose plans to develop non-certification fee revenue (e.g., events, direct mail, sponsors, etc.).
  11. Account for all monies received from commercial entities providing continuing education. Provide the Commission with a list of vendors and amount received from each vendor on regular bases.

#### *Event Planning and Management*

1. Plan and coordinate Commission meetings.
2. Work with the Commission on planning and implementing a fundraising event.

#### *Certification Management*

Coordinate the following responsibilities of the contracted psychometrician:

1. Create new test forms as required that adhere to the current AIC test blueprints for the CAC and CPC exams. one form for the CAC,
2. Attend meetings as required for test form and item bank review.
3. Conduct modified Angoff for new test forms.
4. Produce an Angoff report for each meeting/form.
5. Conduct psychometric analyses of the spring and fall administrations of the CAC and CPC exams including:
  - a. Basic items analyses
  - b. IRT analyses where n-count supports such
  - c. Score analyses including analysis of cut scores and passing rates
6. Provide a technical report after each administration.
7. Construct reporting data files for spring and fall administrations.
8. Support item bank maintenance after each administration by submitting updated item statistics.
9. Provide consultation on program development, test development, statistics, psychometrics, and research planning as needed during the contract period.
10. Report Writing:
  - a. ACCE SLO reports for students/university partners
  - b. School composite reports
  - c. Corporate composite reports
  - d. Individual candidate reports

- e. National reports
- 11. Interim projects including job task analyses and scheme development.

Coordinate the following responsibilities of the contracted exam software partner:

1. Manage annual licensing agreement for software supporting:
  - a. Exam item banks
  - b. Test form development
  - c. Exam reporting
  - d. Exam-related online registration

#### Security

1. The Commission Level I and Level II examinations require a very high level of security. The Commission Certification Manager is responsible for maintaining the security of the examinations, and will follow up and investigate any breaches of the examination security at test sites and will report to the Commission any security breaches with any recommendations for action.
2. Give each test site an outline of security measures and procedures for the examinations and keep same updated.
3. Manage the distribution and return of examination materials. Maintain security of examinations. Report any violations of security to the Commission Chair.
4. Coordinate with examination sites to insure the individual attending to take the examination is the same individual for which the application is processed.
5. Provide the Commission with a list of any problems associated with the examination process, including security breaches, etc.

#### Location Management

1. Plan, monitor and coordinate test dates and locations.
2. Maintain and publish a list of approved examination sites as approved by the Commission.
3. Coordinate with examination sites prior to the administration of the examinations that they are prepared at their location on the date specified.
4. Arrange for administrators and/or proctors and appropriately sized rooms at authorized test sites to administer exams.
5. Manage contact information of each test site including the administrator's name, mailing address, exact location and capacity of examination room, and date of testing at least six weeks prior to testing.

#### Test Management

1. Review the examination process and recommend to the Commission any changes that will increase security, minimize time required for the process, reduce the cost, and improve the examination or the examination process.

2. Establish and maintain a database of CAC's and CPC's, candidates, prospects, committee members, associations and their representatives, schools, test sites and other supporters.
3. Monitor the process associated with the collection of the examination materials, including grading sheets, etc.
4. Provide training for all administrators and/or proctors who are responsible for the overseeing the examinations.
5. Check to see that the administrators and/or proctors meet the Commission's requirements.

### Application Process

1. Receive and account for applications and fees. Issue refunds in accordance with the applicable Commission policy. Deposit funds collected into the Commission's account and keep records on an individual basis of all applications and monies received. Records will include name, telephone number, current address, permanent address, e-mail address and test applied for.
2. Publish, market, distribute and keep records of study guides sold as per the applicable Commission's policies. Produce an income statement and a royalty's disbursement statement, as per Commission agreements, on a quarterly basis of study guide sales and revenue.
3. Receive all examination applications, check all applications for completeness and send back for correction any incomplete applications received.
4. Forward a copy of Level II candidate Construction Experience forms to the Level II reviewers for verification. Maintain a list of names of applicants forms sent to each reviewer and date when sent and date returned from that reviewer. Maintain a list of Level II applications for the Commission.
5. Send a copy of Level I applications to the reviewers for those Level I applicants that are applying to take the exam based on experience and are not graduates of an accredited post-screening construction education program. Maintain a list of Level I applicants sent to the reviewers, date sent to each reviewer and date returned from that reviewer. Maintain a list of Level I applications for the Commission.
6. Receive and account for all applications and fees and determine eligibility of applicants in accordance with standards established by the Commission, and send notification to potential candidates acknowledging receipt of their applications and fees.
7. Manage all qualificants with special accommodations along with arrangements the Commission has made for their testing at least eight weeks prior to testing date.

### Test Results & Appeals

1. After the examination results are received by the Commission Certification Manager, notify, via email, the test participants of the results of their exam. Obtain signed Certification Agreements and issue certificates, and other information to successful candidates only after they have completed all their requirements for their certification level. Maintain an up to date list of certificants including their names with middle initials, certificate number, date of certification, permanent address, telephone number and email address. Certificate numbers will be issued and maintained in numerical order. Assign no

numbers to anyone who does not have complete information confirming education and experience in our file.

2. Coordinate appeals with Commission Chair and distribute letters to qualificants advising them their appeal has been forwarded to the Commission's Appeal Committee and will be notified in accordance with the Commission's Appeals Policy.
3. Send list of those students passing examination whose graduation status is unknown to the Commission to educational administrative program heads of those Level 1 students, requesting that the administrative head to certify that the students in fact have completed their studies and have received their degrees.
4. Provide the Commission with statistics on examination results.
5. Mail reports of examination results to participating schools.
6. Provide the Commission with statistics on the process of final documentation of the successful applicants who have not provided full Level I requirements, i.e. proof of graduation.

#### Examination Day

1. Have a knowledgeable staff member available by telephone and email on the day of examinations during the time examinations are being given to answer questions from the examination administrators, proctors and/or qualificants.
2. Follow up and answer applicant questions.

#### Question Development

1. Arrange for test question writing sessions at meetings of the American Institute of Constructors or other associations and for review sessions to approve written questions.
2. Work with the Commission's Examination Committee to set up test question writing sessions so that the bank of test questions for both Level I and Level II examinations will have approximately 20% new questions in the bank each year.

#### *Certification & Continuing Professional Development Credits Management*

1. The Commission Certification Manager will maintain a current record on each certificant containing current mailing address(es). For those letters that are returned to the Commission as undeliverable or addressee unknown, the Commission Certification Manager will work with the Commission in trying to obtain current valid addresses for the certificants. A master list of all certificants shall be maintained.
2. In coordination with Commission's Continuing Professional Development Audit Subcommittee's Chair, conduct the annual Continuing Professional Development (CPD) audits. From the list of CAC's and CPC's that have reached their two year anniversary of their certification date, send a letter and other forms as may be required by the Commission's Continuing Professional Development Audit Subcommittee, to each certificate holder that is to be audited that year. Receive and record the responses from those selected for audit.

3. Send copies of items received for those selected for a physical audit to the Commission's Continuing Professional Development Audit Subcommittee's members. Maintain a record of which records were sent to which committee member and the date sent and received back by the Commission's Certification Manager.
4. Send follow-up letters as directed by the Commission's Continuing Professional Development Audit Subcommittee to those that have not responded. Send letters to those that did not pass the audit advising them what they need to do to pass and the time frame in which they have to complete the process.
5. Send letters to those that passed including new Continuing Professional Development information and a new wallet card if they are also up to date with their maintenance fees. Provide a list to the Commission of those passing, not passing, and those that did not respond.

**Executive Director** - The ED is active in the review and management of all Commission's activities and manages the day-to-day aspects of ED internal operations. The ED Representative oversees the ED staff, monitors workload, ensures that the internal back-office work flows seamlessly and monitors the financial activities of the Commission. The ED Representative is responsible for maintaining Commission relationships and ensuring satisfaction. Responsibilities include, but not limited to:

#### *Financial*

1. Assists in the preparation of and monitors annual budget
2. Coordinates tax preparation in a timely manner
3. Reviews deposit and invoice coding prior to bookkeeper pickup
4. Reviews monthly financial statements and monitors their status
5. Researches discrepancies in reports
6. Monitors financials for compliance with accepted financial reporting standards
7. Maintain and review Accounts Payable and report to the Commission any past due receivables on a regular basis.
8. Forwards financial reports to Commission Treasurer
9. Coordinates Commission audits

#### *Human Resources*

1. Conducts staff meetings
2. Takes internal disciplinary actions when needed
3. Manages evaluation process
4. Evaluates employees and others as appropriate
5. Conducts internal training

#### *Client Relations*

1. Periodically attends Commission meetings
2. Participates in strategic planning/brainstorm new initiatives
3. Facilitates Commission evaluations of the Management Contractor

4. Serves as liaison with Commission and addresses any issues with AMC services/performance
5. Conducts periodic policy reviews
6. Signs contracts and checks on behalf of the Commission with written approval by Commission

**Certification Manager** - The Certification Manager reports to the ED and has primary oversight responsibility for Commission activities. General duties will include management of the daily activities for the Commission, including certificant database and fulfillment, Commission relations, marketing/communications, meeting and event management, budgeting/financial concerns, and general Commission leadership.

The Certification Manager will manage the day-to-day direction and implementation of Commission's contract. The Certification Manager serves as the primary point of contact and is responsible for all operational functions including Commission liaison to the certificants, communications, and event staff, coordinating association finances with the bookkeeper, and managing outside vendors. The Certification Manager has the ultimate responsibility of ensuring that client tasks are completed properly and on time.

The responsibilities of the Certification Manager include but not limited to the following:

*Administrative*

1. Administers Commission mission.
2. Develops goals & plans for client; participate in strategic planning
3. Maintains knowledge of client industry and current events
4. Maintains organization of client filing system (email and hard copy)
5. Receives, reviews and distributes incoming client mail
6. Ensures all important administrative files are available
7. Monitors client storage, track inventory of items in storage
8. Monitors and maintains governance documents.
9. Represents client at industry meetings and networking programs
10. Builds strategic alliances
11. Develops & maintains industry calendar of events
12. Assists in the preparation of and monitors annual budget
13. Ensures annual filings are completed

*Commission Relations*

1. Coordination with Commission Certificants, Officers and select Committee Chairs
2. Supports nomination process and manage election process
3. Coordinates logistics associated with Commission meetings and events
4. Attends Commission meetings and other functions
5. Notes Commission meeting action items and follows up



6. Assists in the design and implementation of Commission policies and governance materials,
7. Assists in the development of Commission meeting agendas
8. Prepares and distributes Commission meeting notices; Distributes meeting agendas, proxies, financial reports, and all post-meeting minutes, reports, and materials
9. Monitors attendance at Commission meetings
10. Reports to Commission on a regular basis on activities and benchmarks
11. Periodically reviews scope of services

#### *Financial*

1. Properly codes incoming invoices from vendors
2. Provides information to bookkeeper to generate accurate financial data
3. Forwards financial reports to the Commission Treasurer
4. Tracks assets and liabilities
5. Manages banking relationships
6. Monitor and review Accounts Payable and report to Commission any past due receivables on a regular basis.

#### *Communications*

1. Monitors/responds to Commission email; forwards relevant emails for follow up
2. Oversees development of all communications
3. Becomes resource and liaison for industry reporters

#### *Certificantsip*

1. Works with the Commission to build certification numbers and other key indicators
2. Works with appropriate Commission committees to enforce admittance and maintenance requirements.

#### *Events/Programs*

1. In conjunction with the Commission:
  - a Develops and monitors event budgets
  - b Develops and monitors event timelines
2. Develops & maintains a master calendar of events for the Commission
3. Attends programs: liaison with presenters, Commission, and other attendees.

**Administrative Assistant (AA)** - The Administrative Assistant manages the customer service aspects of the Commission operations. They are responsible for the administrative functions regarding certification and testing, programs, fundraising, communications, and events. The Administrative Assistant reports to the Certification Manager for each client and works to ensure that assigned tasks are completed properly and on time.

The responsibilities of the Administrative Assistant include but not limited to the following:

### *General*

1. Answers phones
2. Maintains organized filing system
3. Effectively communicates project status with others
4. Completes special projects as assigned
5. Assist in Test Management duties as needed as listed under Certification Manager responsibilities

### *Administrative*

1. Maintains organization of Commission filing system (email and hard copy)
2. Attends Commission meetings, as needed

### *Communications*

1. Monitors/responds to Commission mail and email; forwards relevant communications for follow up
2. Provides customer service to certificants via phone and email
3. Supports outreach to certificants via email updates and newsletters

### *Financial*

1. Responds to requests for taxpayer ID numbers
2. Prepares check deposit and credit card reports

### *Certificants*

1. Responds to certificant inquiries
2. Works with Account Director to build certificant base increase prospects
3. Coordinates special Commission programs, mentor programs, career days, sponsor appreciation, recruitment campaigns, etc. Serves as liaison with Commission Committee chairs and others.

### *Events - In conjunction with client/Account Director/Event Director:*

1. Develops and monitors event timelines
2. Attends programs: liaison with speaker, Commission, and certificants
3. Assists in coordinating logistics associated with Commission meetings/retreats

**Event Director (EvD)** - The Event Department manages the logistics, registration, and staffing for Commission and other related events. The staff coordinates event communications with the Account Director and Communications Department. Services include site selection, vendor selection, volunteer management, registration tracking, day of preparation and on-site registration staffing and support. For commission meetings, the Event Director will work with the designated Commission representative(s) and Account Director.

The responsibilities of the Event Director include but not limited to the following:

*Administrative - In conjunction with Certification Manager.*

1. Develops and monitors event budget
2. Develops and monitors event timeline
3. Maintains materials/supplies needed for event
4. Attends Commission meetings as needed
5. Coordinates and manages onsite volunteers
6. Maintains event binders for all major events

*Venues*

1. Site selection and management, including contract negotiation
2. Menu planning, BEO review and approval
3. Provides room set up and other needs
4. Provides final counts

*Registration*

1. Responds to registration inquiries via phone, fax and email
2. Invoices attendees as necessary
3. Sends registration confirmations/reminders
4. Prepares name badges and recognition ribbons
5. Manages onsite registration
6. Generates post-event attendance reports

*Programs*

1. Coordinates attendee needs (travel, AV, etc.)
2. Manages AV needs, including Internet connections
3. Manages signage
4. Manages site décor
5. Manages entertainment
6. Coordinates with other vendors as necessary

**Revision History:**

Last Revision: 09/10/2022