

The MBTA Occupational Analysis and the DOLI + Minnesota Building Officials Survey: A Comparative Analysis

Matt Simoneau Ed.D

University of Wisconsin-Stout

+ Outcomes



- Describe the demographics of construction code professionals
- Describe differences and similarities between permit technician and building official subgroups
- Discuss challenges and opportunities
- Develop strategies to recruit, train, and retain building permit professionals

+ First Round



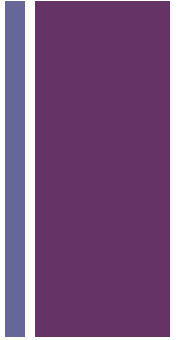
- Gap
 - What they do-what people think they do
 - What they do-what their job description said they did
- Purpose of the study
 - Identify the duties, tasks, knowledge, skills, attitudes, and future trends of Building Permit Technicians
 - Define the occupation
 - Inform hiring managers
 - Create accurate job descriptions
 - Identify gaps between what is and what could be

+ The Process



- Reviewed job descriptions
 - Note: No existing occupation duty/task inventory
- Developed and launched survey
 - Ranks duties & tasks for frequency and importance
 - Demographic information
 - Age
 - Gender
 - Years employed in occupation
- Conducted DACUM
- Analyzed results

+ Duties and General Areas of Competence



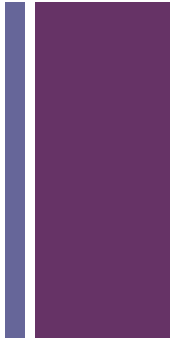
1. **Manage Department Workflow**
2. **Provide Customer Service to Public**
3. **Provide Administrative Support**
4. **Maintain Knowledge Base**
5. **Manage Programs, Processes, and Policies**
6. **Manage Data**

+ Results



- Duties and tasks were different than job descriptions
- No consistent job title
- Aging workforce
- Aligned themselves more closely with project managers and building inspectors more than administrative assistants
- The knowledge, skills, and abilities set them apart
- Technology will play a greater role in the future

+ Before



Permit
Technician=Administrative
Assistant

+ After



+ Second Round



- Validated DACUM
- Collected additional data
 - DOLI study
- 66 responses (53 first round)