

RESIDENTIAL CONSTRUCTION SUPERINTENDENT (RCS)

Each course book is \$75 for members and \$95 for non-member of the Building Industry Association of Washington. When you have completed the course material, you will need to contact Amanda Fields to schedule a time for you to take your course test. When the test is completed it will be then sent to the Home Builders Institute (HBI) for grading, in turn you will receive a certificate of completion for that portion of the RCS designation. **The Residential Construction Superintendent (RCS) designation will only be issued to candidates who successfully complete the full set of eight courses.**

DESIGNATION COURSE DESCRIPTION

General Project Management

Learn the multiple and varied roles of the superintendent. Topics include managing production operations through the planning, action, and review (PAR) method as well as understanding estimates. This course offers an overview of the many facets and responsibilities of a superintendent.

Planning and Scheduling

Improve planning and scheduling skills to increase profits, effectiveness and on-time deliveries. Learn five fundamental scheduling methods to help manage a project successfully from start to finish.

Budget Management and Cost Control

How does the superintendent impact the profitability of the company? Learn the importance of the superintendent's role regarding profitability, as well as how to control the critical elements of job costs. Includes tips on identifying the costs to everyone when a job is not done right the first time.

Customer Service and Homeowner Relations

Understand the human and business needs of customers. Learn how to meet and exceed expectations by avoiding the "seven deadly sins" of customer service. In addition, learn how to effectively deal with the difficult customer.

Safety and Security

Protect the job site by learning the essential components of a safety program. Examine the most common OSHA citations and how to prepare for an OSHA inspection. Review a superintendent's responsibilities to adequately protect the job site.

Codes and Quality Control

Define quality within your company by identifying five essential quality components. Learn to set performance expectations based on this quality foundation. This course outlines a superintendent's responsibilities regarding codes and provides tips on how to enforce code compliance on the job site.

Hiring, Training and Supervision

This course examines the common mistakes made during the interview process and outlines a series of steps to help ensure each subcontractor and/or employee is the right fit for the company. In addition, tips and tools for setting and measuring performance expectations are explored.

Office and Trade Contractor Relations

Learn to spot promising characteristics in workers and subcontractors. Offers tips for creating a win/win partnership with internal customers and provides a proven strategy for dealing with conflict.