



## Customer Service Building Department 101: 2-Day Webinar

ICC P.P. Course No. 26374

Date: Thursday & Friday, January 7 – 8, 2021

Time: 8:00 AM - 11:00 AM Each Day

Cost: \$65 (Member/Non-Member)

CEU: 6 hours (0.6 CEUs)

Online registration is available until: 1/7/2021

Register at: [SVABO.org](http://SVABO.org)



**Focus:** The class focuses on the methods to break the communication gaps between building department professionals and the community we serve. Attendees will discover how to build strong teams within their own operation and provide better service and deal with difficult clients. Effective communication contributes to an individual's success as well as the success of an organization. when one considers that *public relations is nothing more than perception and in public relations, perception is reality*. The image of the building department professional is extremely important in the maintaining respect dignity and ethical standards that is expected of a public servant

**Who should attend: Permit Technicians, Inspectors, receptionist, Plans Examiners, Building Officials and Code Compliance Officers?**

**Instructor:** Terry Knox, MBA, CBO

Mr. Knox served as an inspector, plan reviewer and Building Official for the past 50 years. He is a member of several professional organizations and has served on the International Code Council (ICC) Performance Standards Committee, Exam re-write committee, Education committee and the California code 2000 re-write committee. Honorary Member of California Building Officials Past Presidents Association, *elected to the California Building Officials Hall of Fame and was awarded the State of California's highest Government award the Helen Putnam Award for Government Efficiency*. Terry has provided classes on a variety of building code related and government administration topics over the last fifty-years