

# Wanted...

By Michael Le Page, RCM

**A**T first glance the skill set of a professional property manager is somewhat daunting, which certainly narrows the field of candidates. Many potential applicants are often intimidated by the vastness of the



knowledge and skill set required. Others may have the knowledge but lack the fortitude and strength of character the industry requires – perhaps exposure to a raucous AGM has a potential candidate dismissing the career path completely. Lastly, there are those that feel they possess the knowledge necessary but are missing a very tangible intangible, which in the professional world is referred to as the “fit factor.”

## ■ Assessing the Manager’s Fit Factor

The fit factor goes well beyond performance and knowledge as it addresses one’s skill set along with the dynamics of the interaction between all parties. Fit cannot be forced. Fit can be moderately bent but beyond that it breaks. Fit allows for the formation of a team where all parties, management and the board of directors, work cohesively and collectively towards a common goal – “what is best for the condominium.” Such team approaches are the true essence of a successful fit factor.

Board members will change for a myriad of reasons, which may ultimately influence the dynamics and affect the “fit factor” and making fit an ever-changing dynamic. Flexibility to adapt quickly on the part of the manager is a predetermined essential as their position on the totem pole (despite their skill set, knowledge and industry insight) is

**WANTED.** Multitasker with excellent communication and people skills. Knowledge of building design, maintenance, mechanical systems and landscape management essential. Ability to prepare contracts, read financial statements, complete expense analysis, budget projections and a full comprehension of the *Condominium Act*, the *Building Code*, the *Fire Code* and many more statutes as well as *Robert’s Rules of Order*. Must supervise onsite staff and report to a committee of five on a monthly basis as well as to an immediate superior weekly. WHIMS training and public speaking skills an asset. RCM designation or enrolment desired. Must be able to work evenings. Salary commensurate upon experience, cellular phone allowance and benefits provided.

In addition we ask that the successful candidate be punctual, organized, professional in appearance, articulate and well acquainted with Microsoft Office and email, willing to invest the time required to stay current with respect to new products, legal precedents and have the strength of character to withstand criticism. Remain on call 24/7 for emergencies.

often a lower one. This is somewhat of a conundrum, and a paradox to say the least.

Property management is an industry that is expanding exponentially with a labour force that is rapidly shrinking. To appreciate this take a look out any window and count the cranes on the horizon or read the advertisements for condominiums in

the “New in Homes” section of any newspaper. Each promises new positions in new buildings in the condominium management industry.

This industry has relative parity in payroll costs as it is driven by the truest of economic factors – supply and demand. Benefits are all fairly similar albeit packaged differently. Manager compensation is therefore for the most part comparable as it is market driven. It’s the dynamics of the various sites and the intangibles that differ. *The fit factor.*

In every profession almost everyone wants to be appreciated for what they do and the effort that they bring to the table. Studies show that appreciation and being a recognized contributor are leading factors to job satisfaction – satisfaction, which in turn leads to longevity.

Good management often seems invisible and sometimes goes unnoticed. This may actually be an indication that things are under control and as they should be. Maintenance and repairs are being completed with minimal disruption.

If you have a good manager, it is wise to occasionally invest in that relationship by making sure they are aware you appreciate their ongoing contribution to your community and never treat them as if they are invisible. The investment of a few kind words of acknowledgement may negate the need to post a “wanted” sign of your own and may very well pay dividends not only to your manager and the job satisfaction gained but also to your board and to your community as a whole.■

*Michael Le Page is president of Maple Ridge Community Management Ltd., a recently certified ACMO 2000 company and corporate member of ACMO.*