

How to

# Achieve Success as a Manager



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**OURS IS** a business ripe with challenges – challenges on so many levels. Notwithstanding these tests, property management is an exciting, engaging and rewarding industry.

With each challenge comes the opportunity to succeed and each success a victory and therefore to the victor goes the satisfaction of a job well done.

The management of a major undertaking, community improvement or renovation is a long and lengthy process. It is not uncommon that such projects take a year or more from concept through to completion, never mind the commitment and time dedicated to the financial preparedness. The planning stages lead to consultant selection and later the trade selection followed by project scheduling and the construction phase through to completion of the

project. Coupled with planning is the financial and physical management of the undertaking where we ensure any inconvenience experienced by our residents is controlled, contained and minimized. The successful completion of such projects can transform a community and the satisfaction makes each resident walk a little taller within their neighbourhood.

Let us look at the long-term turnaround where we were entrusted with a community that has underachieved.

### ■ Positive Impact on a Community

We have the honour of co-piloting alongside the board and establishing new priorities charting the corporation's physical and financial road map. This journey is often filled with naysayers that may have alternate opinions and differing priorities. It begins as an uphill climb as the incorrect policies of the past fall to the demands of the future. It is a road filled with financial potholes, detours and constant juggling where the beacon is merely a vision of what could be and what one day will be. And then the satisfying moment arrives when others begin to see the vision and share in the pride of what has been accomplished.

### ■ The Pursuit of Green

Initiatives that are successful in lessening our carbon footprint and the bonus of providing a positive return on investment for our clients are becoming more important. The pursuit of green has become more popular, but the commitment to this change can become less popular due to its initial price tag. Beating the financial timelines of return by shared community partnership through increased awareness of green measures that collectively have a measurable impact are important and necessary. We truly have made the world a better place.

### ■ Difficult Residents

This is a business oftentimes requiring chameleon efforts on the part of the property manager. Every board of directors and every resident we serve require different things from us and make those requests

in their own and often unique way. Being flexible, receptive, maintaining a strong commitment to service delivery, communicating well and delivering on promised timelines all bode well and build confidence in your service commitment.

Be open to criticism as constructive criticism makes you a better manager and develops your people skills.

### ■ Mentoring a New Director or Colleague

Directors are volunteers who have chosen to step forward to sit on the board of directors and this can be for a one-, two- or three-year term or longer should they stand for re-election. Helping the new incumbent to understand their role as a director will only benefit the board and the community as a whole and help you in your role. There are many types of directors and in a previous article the writer identified them as follows: The Good Samaritan Director, The Self-Serving, Private Agenda Director, The Indispensable Director, The Echo Director, The Penny Wise and Pound Foolish Director and the Alpha Director. These nicknames are somewhat self-explanatory and as you can appreciate, the role of the manager can be challenging in bringing the contribution of these volunteers together in a collective and cohesive manner for the greater good of the corporation. You are given the opportunity to build a better board, an educated, informed and community minded board. Making the director experience a positive rewarding one will lead to increased tenure on the part of your directors as they themselves enjoy the success of their efforts.

### ■ Client Retention

In property management we must never forget that the communities we manage are places people call home, and the service we have the honour of providing directly impacts their quality of life and the appreciation of their property values. Retaining a client that appreciates the value you bring to a community is a commendation that should not be underestimated. Learning the nuances of communities takes time and management retention can only benefit the

residents and community as the history of the corporation unfolds.

### ■ Personal Growth

A career in condominium management offers many opportunities for personal growth and there is always more to learn. Depending upon your personal skill set and desires your portfolio can change in complexity with respect to size, number of properties and their location. Career success is a marriage between the employee and employer where the right opportunities are given at the correct time to those deserving of them.

Being a committed, valued and appreciated member of this service industry is in itself perhaps the greatest success this career provides. ■

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