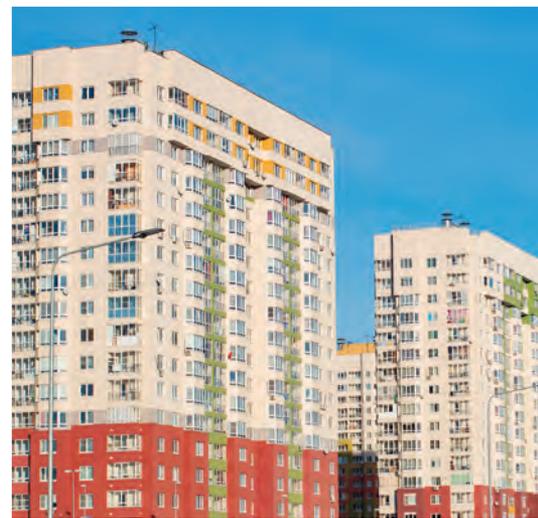


# “Must-Have” Skills for RCMs



Organization – without it even the brightest, most knowledgeable managers would be lost.



With over 20 percent of the *Condominium Act* changing, the dates and time frames for communications have vastly increased.

The responsibility to file information on time; produce certificates; approve budgets and send out notices; respond to requests for records within 30 days and so on.

This list is endless. But let’s not stop there. Organization works for the physical side of the building’s operations as we have to pre-book spring and fall services in advance to keep the building running smoothly. In addition to annual organization of maintenance we have to organize other mechanical maintenance such as the three-year domestic hot water tank inspection, the five-year elevator load test and the seven-year annual inspection of the fire hoses.

When everything runs smoothly owners on the whole tend to be happier,

which leads to a more positive experience. **Shari L. Davidson, BA, RCM**

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The single most prominent attribute a person must have to be a successful condominium manager is a strong sense of “common sense.” Applied with foresight and an end goal, it’s a predecessor and a guaranteed formula for success.



Short, sweet and simple just like all the best things in life. **Nena Gajic, RCM**

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I believe the “One Must-Have Skill for an RCM” is good customer service.



I would define good customer service as having the following qualities:

a) Patience: We may get few “good job” comments, but mostly we are approached when there is a problem and of course it is management’s fault!

b) Communication: This is the key factor for any relationship. That works for manager-resident relationships as well.

c) Sympathy: Let the residents know that you do care about their problems. Sometimes we cannot do anything right away but we have to show our sympathy and assure them we care.

d) Start fresh every time: We often deal with not-so-happy residents! They may have lost their patience last time we met them. We have to start fresh next time we see them. We cannot carry over bad experiences with a resident. Therefore, we should forget and start fresh.

**Ehsan Haghi, RCM**

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That’s a difficult question because a property manager really has to have a broad skill set. However, if I have to pick one must-have skill, I’ll say it’s being organized. The Merriam Webster Dictionary defines organized as ‘having a formal organization to co-ordinate and carry out activities’. A property manager is



As condominium managers, RCMs are required to be masters of many skills – but is there one specific skill or trait that stands out above the rest in order for an RCM to be successful in their career. We asked current RCMs to weigh in, and here are some of the responses we received.



constantly coordinating and carrying out activities from meetings to repairs and maintenance to managing budgets and executing board decisions.

Being organized means keeping records accurate. A manager is always accessing owner's files, financial records, property information, etc. If the information is not readily accessible and/or inaccurate, extra time is spent looking for it and that delay's response time to owners, directors or contractors, who are all waiting for an answer. This is inefficient and can waste valuable time. A property manager is in a position of great trust and staying organized helps show your owners you are knowledgeable of the property and best of all, you care!

**Miriam King RCM**  
**Arthex Property Management**

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An RCM needs a combination of practical and social skills in order to succeed. For me, it is very important to have an open ear and be completely engaged in a conversation, or when someone is addressing a problem to me. It takes effort and time to come to a compromise between

a co-worker, board member, an owner/resident, a contractor, whoever it may be. As long as people are concise in what they are communicating, things are bound to be clearer and there will inevitably be a better understanding between the two parties.



**Lola Kecaj, RCM**  
**Senior Executive Property Manager**  
**ICON Property Manager**

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The one must-have skill for property managers has to be time management.



In our industry, priorities can shift with a single phone call or email. We are often interrupted or pulled in multiple directions.

While we can't eliminate these disruptions, we can control how much they interfere with our day.

Prioritizing your day (and daily disruptions) on the fly is mandatory in our jobs. When you can successfully adjust to changes in your day and

manage to stay on top of the day-to-day tasks of our job, you will find yourself enjoying your work day a little better.

**Tracey Gunn, RCM**  
**Traway Property Management**

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The one must-have skill for a condominium manager is being able to read



people well – and then respond accordingly. Managers work with many different (sometimes extreme) types of directors. Ultimately, we

are in the customer service business and need to respond to our clients effectively. Some directors are very experienced in business and committee settings. These directors may just require the facts and the completion of tasks in an efficient manner. Other directors have no experience with condos or a business meeting setting. These directors may require more advice and lean on your guidance and experience. Tailor your response to the need.

**Brad Wells, RCM**  
**Director of Property Management**  
**Wilson Blanchard**