



# Boost your knowledge, skills, and confidence!

## CAM Certified Apartment Manager

**CAM** 

CERTIFIED APARTMENT  
MANAGER®

**WE RECOMMEND THIS COURSE** for community managers and experienced assistant managers.

The CAM Certified Apartment Manager course will help you earn your CAM credential allowing you to demonstrate that you have the knowledge and ability to manage an apartment community and achieve the owner's investment goals. The CAM credential positions you well for career opportunities and advancement.

### YOU'LL LEARN ABOUT:

- Occupancy rates
- Comprehensive marketing plans
- Sales team management and product readiness
- Equitable treatment of current and potential residents
- Resident retention and maintaining a positive company image
- Communicating with residents
- Customer service and issue resolution
- Enforcing company policy and complying with laws and regulations
- Property inspections
- Preventive maintenance programs
- Service request process
- Apartment turnover
- Working with contractors and vendors
- Recruiting high-caliber employees
- Employee orientation and training
- Employee evaluation
- Employment regulations and record keeping
- Analyzing the property's financial operations and taking corrective actions for underperformance
- Monitoring property performance to achieve the owner's investment goals
- Accounting principles and practices
- Maximizing net operating income
- Reporting property performance accurately



Available in person and online  
Online member price: **\$865**  
[www.GoWithVisto.org](http://www.GoWithVisto.org)

For more information, visit [www.naahq.org/CAM](http://www.naahq.org/CAM).  
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[www.naahq.org/education-careers/find-a-course](http://www.naahq.org/education-careers/find-a-course).