



Boost your knowledge, skills, and confidence!

Certified Apartment Manager

CAM 

CERTIFIED APARTMENT
MANAGER®

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

Earning your CAM credential allows 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

For more information, visit www.naahq.org/CAM.
To locate an affiliate offering this course near you, visit
www.naahq.org/education-careers/find-a-course.



EPAA
EL PASO APARTMENT ASSOCIATION

NAA
NATIONAL APARTMENT ASSOCIATION
Education Institute

Registration Form

Certified Apartment Manager (CAM) VIRTUAL Training

Facilitator: Rich George

- Friday, 11/6/20 - Technology Check, NAAEI Enrollment and Financial Primer 9 - 11:30 AM
- Monday, 11/9/20 - Industry Essentials & The Resident Experience 9 AM - 1 PM
- Tuesday, 11/10/20 - Legal Issues & Risk Management 9 AM - 2 PM
- Friday, 11/13/20 - Financial Management 9 AM - 1 PM
- Monday, 11/16/20 - Property Maintenance & Marketing 9 AM - 2 PM
- Wednesday, 11/18/20 - Human Resources and Course Wrap UP and Review 9 AM - 2 PM
- Monday, 11/30/20 - Course Refresher and Exam Prep

Price: \$865 for virtual online training and credential exam

NAAEI Refund Policy

Absolutely no refunds will be issued. If for any reason you cannot attend the course, you or your company may send someone in your place. If you choose to drop the class and cannot replace your seat, you may receive a credit towards another National Training course.

Name: _____

Title: _____

Company: _____

Address: _____

Phone: _____

E-mail: _____

Fax or email your completed form to:
ezolotukhina@naahq.org

Make checks payable to NAAEI and mail to:
Attn: Elizabeth Zolotukhina
NAAEI
4300 Wilson Blvd.
Suite 800
Arlington, VA 22203

**To pay over the phone by credit card, please
contact Elizabeth: 703-797-0605**



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