

Professional Development



Certified Apartment Manager

Registration Deadline: February 24, 2017



Earning your CAM allows you to demonstrate that you have the knowledge and ability to manage an apartment community and achieve owners' investment goals. Invest in your career by expanding your expertise in the following areas:

- Occupancy rates
- Comprehensive marketing plans
- Sales team management and product readiness
- Equitable treatment of current and potential residents
- Resident retention and the maintenance of a positive company image
- Consistent and ongoing resident communication
- Positive resident service and issue resolution
- Enforcement of company policy in compliance with laws and regulations
- Property inspections
- Preventive maintenance programs
- Service request process
- Apartment turnover process
- Contractors and vendors
- Recruitment, hiring, orientation, and training of high-caliber employees
- Systematic employee evaluation
- Analysis of the property's financial operations with corrective actions for underperformance
- Monitoring of property performance to achieve the owner's investment goals
- Employment regulations and record keeping
- Accounting principles and practices
- Maximizing net operating income
- Reporting property performance honestly and accurately



The course will be taught by Dr. Howard Campbell, who has over 35 years in the industry leading national management companies with large multifamily portfolios. Most recently he was a professor at Ball State University, teaching their Residential Property Management program. Take advantage of the opportunity to learn from one of the leading industry experts in the country!

CAM candidates must complete the coursework, and meet minimum experience requirement of 12 month experience, and exam within 12 months of declaring candidacy. This course is recommended for multifamily professionals with strong financial backgrounds and those ready to take the next step in their career.

Indianapolis CAM 2017 Registration Form

Registration Deadline: February 24, 2017

Time: 9:00am - 5:00pm

Location: Indiana Apartment Association (9100 Keystone Xing, Suite 725, Indianapolis, IN 46240)

Cost: Members: \$1,250 for entire course or \$275 per class
Non-Members: \$1,810 entire course or \$400 per class

Dates:

- Entire Course
- March 8: Industry Essentials & Financial Management
- March 15: Marketing
- March 21: Resident Experience & Property Maintenance
- April 4: Risk and Legal Management
- April 11: Human Resources
- April 18: Human Resources & Review

We encourage you to register online at www.iaaonline.net. Fax completed registration form to 317-816-8911 or email it to iaa@iaaonline.net. No cancellations or refunds accepted after registration deadline.

Registration Details

Name: _____ Position: _____

Management Company _____ Property: _____

Email Address: _____

Cell Phone _____ Authorized By: _____

Payment Method

(Management company is responsible for all unpaid charges)

Check Enclosed \$ _____ Credit Card (Visa, Mastercard, American Express accepted) \$ _____

Name on Card: _____ Signature: _____

Card Number: _____ Exp. Date : _____ Security Code: _____

Billing Address: _____

Phone # of card holder: _____ Email Address of card holder: _____

By completing this form, you authorize this transaction and are responsible for full payment by registration deadline.

Sponsored by:

