



# Boost your knowledge, skills, and confidence!

## Certified Apartment Manager



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



Sign up form attached.

For more information, visit  
[www.naahq.org/CAM](http://www.naahq.org/CAM).

To obtain the CAM credential, candidates must complete the following:  
Minimum of 12 months of onsite property management experience  
Successful completion of all CAM coursework (totaling 40 hours)  
Meet all examination standards within six (6) months of declaring candidacy