

## Find your RPM career today!

Residential property management careers can help you get ahead — fast. The RPM industry is growing and offers key advantages for recent college graduates:

- Many ways to channel your talents and skills while gaining lifelong learning and career development
- Leadership opportunities to guide a team and build a strong community
- Competitive compensation along with health insurance and other benefits
- Regular, full-time schedules and paid holidays off

Consider how your interests and goals line up with three on-site RPM career tracks: community management, leasing, and maintenance.



## Visit [RPMcareers.org](http://RPMcareers.org) today!

Learn how careers in the growing residential property management industry stack up against other leading industries.

### Advancement opportunities

Team environment

Competitive salary

Great benefits

Regular hours

**NAAEI NOW** TODAY'S INVESTMENT.  
TOMORROW'S WORKFORCE.



Chart

Your

Path



Find your fit in a  
residential property  
management career!

# Community Management

Careers in community management are a great fit for many college grads. Accounting, English, psychology, sociology, communications, business, and marketing are just a few of the majors that prepare community managers for success in this exciting career.

On average, community managers lead a team of five employees, manage a budget of \$3.2 million, and have the opportunity to make a difference in the lives of the many residents living in the 254 apartment homes they typically manage. To be successful they need the ability to:

- Communicate effectively with residents, provide great resident service and experiences, and quickly resolve resident issues.
- Recruit, train, motivate, and mentor high-caliber employees.
- Analyze their community's financial performance and take corrective action to achieve the owner's investment goals.



## Leasing

Leasing consultants are the RPM industry's public face, helping people find the best housing option for their budget. It's a great entry-level position for recent graduates and people with some college coursework and customer service experience under their belt.

Most companies offer on-the-job sales and marketing training to help leasing consultants advance, and the NAA Education Institute offers a National Apartment Leasing Professional (NALP) credential online. Leasing professionals must be able to:

- Identify, understand, and meet the housing needs of a diverse group of customers.
- Write and speak professionally so they can market, show, and lease residences.
- Listen actively to understand needs and concerns of residents and potential residents.
- Build relationships with residents and create a sense of community.
- Use technology to generate traffic, qualify residents, prepare leases, manage service requests, and secure lease renewals.

## Maintenance

Many maintenance technicians prepare for their careers by earning a degree or the Certificate for Apartment Maintenance Technicians (CAMT) from a local apartment association or community or technical college. Others enter the industry with high school, career, and technical training. Maintenance professionals need the skills to:

- Process work orders correctly and to a resident's satisfaction.
- Make prudent product repair and replacement decisions.
- Communicate clearly and respectfully with residents, team members, and contractors.
- Minimize personal and property damage while safely performing maintenance activities in compliance with all regulations.



Visit [RPMcareers.org](https://www.rpmcareers.org) to learn more about the many available opportunities to apply **your** skill set and experience!