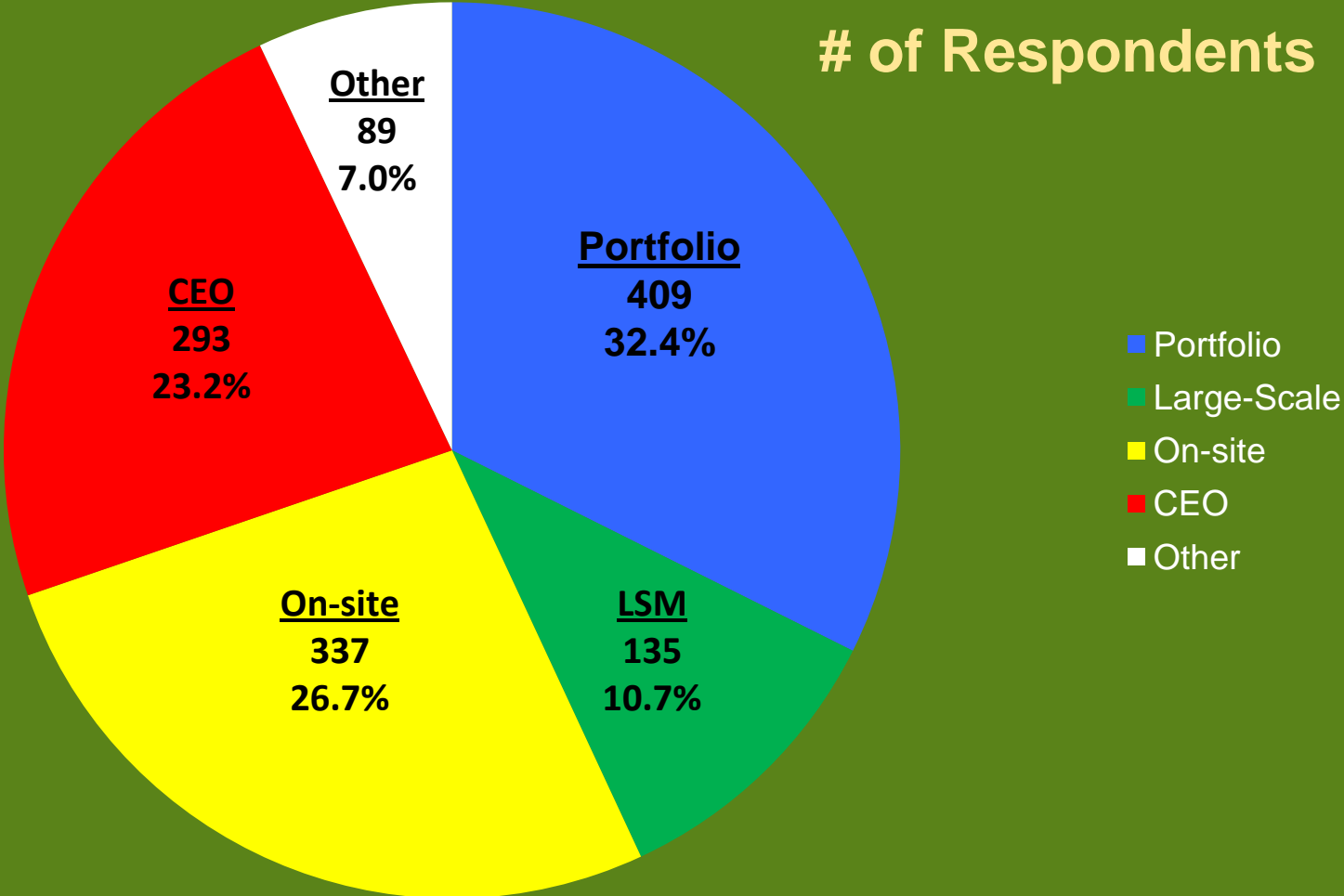


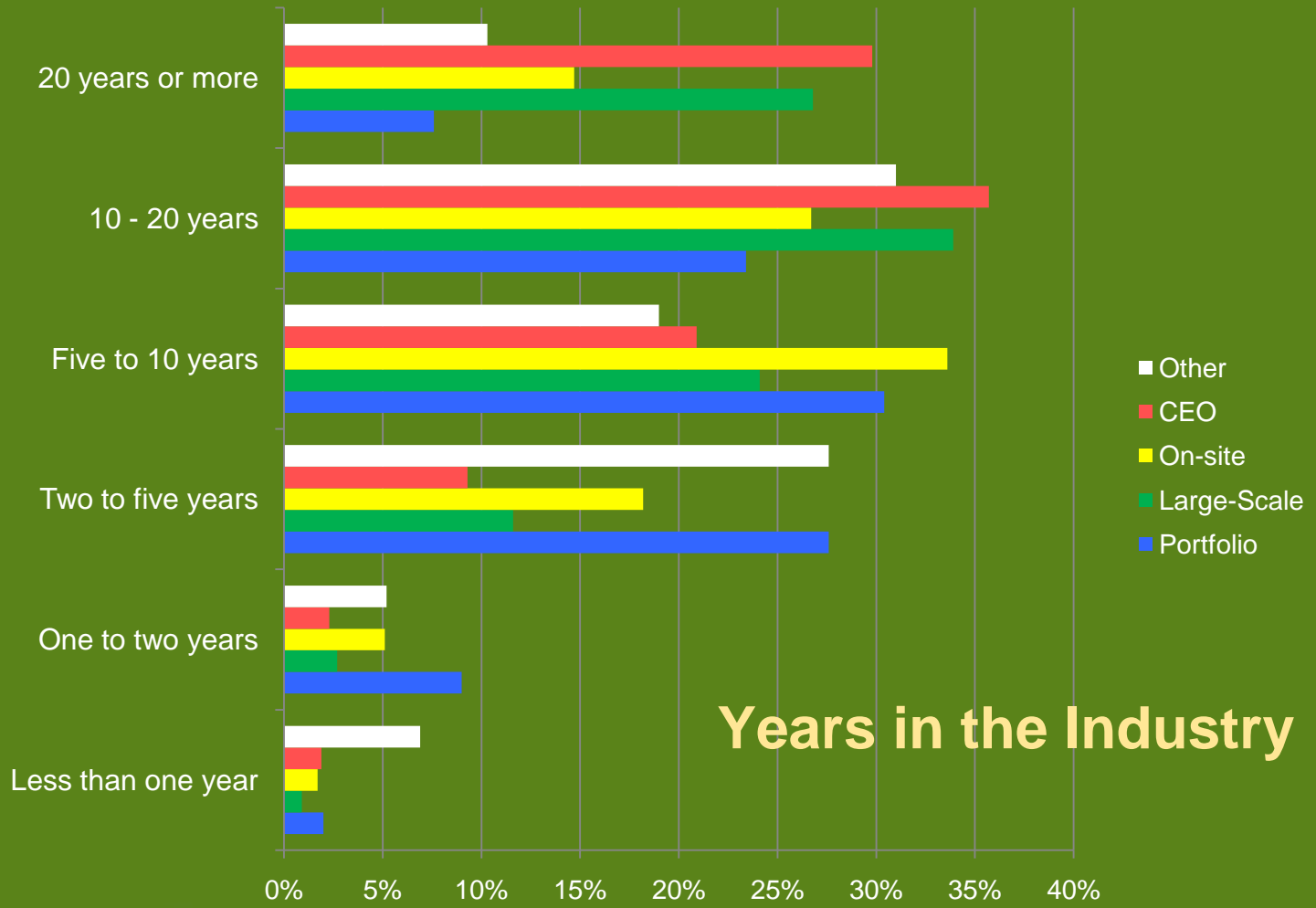
# APCM Career Satisfaction Survey Results

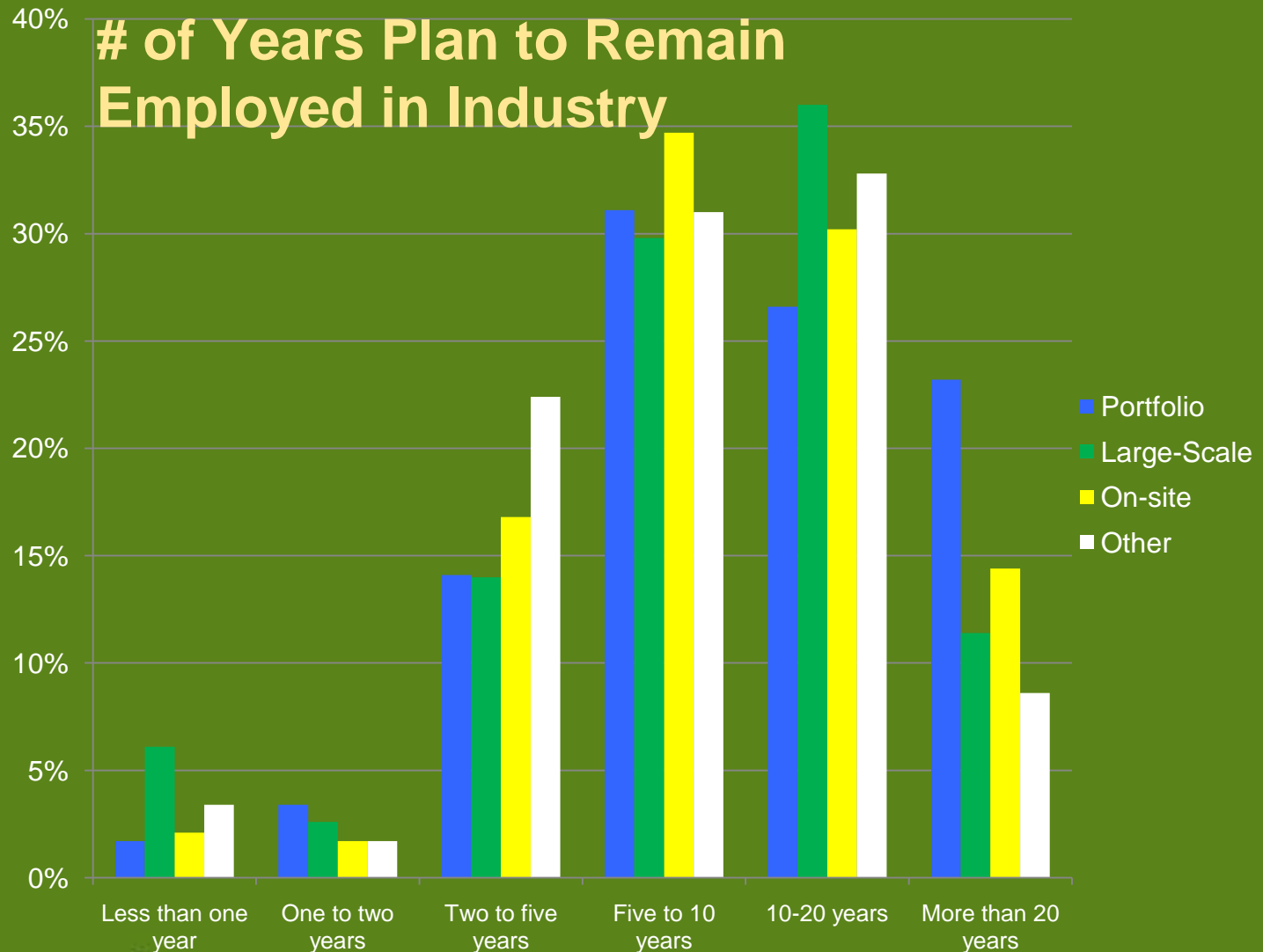
# Distribution & Response

- Survey was distributed to 7,541 managers and CEOs
- Distributed via CAI's membership list and various list servs
- Total responses = 1,269
- Percentage of responses = 16.83%

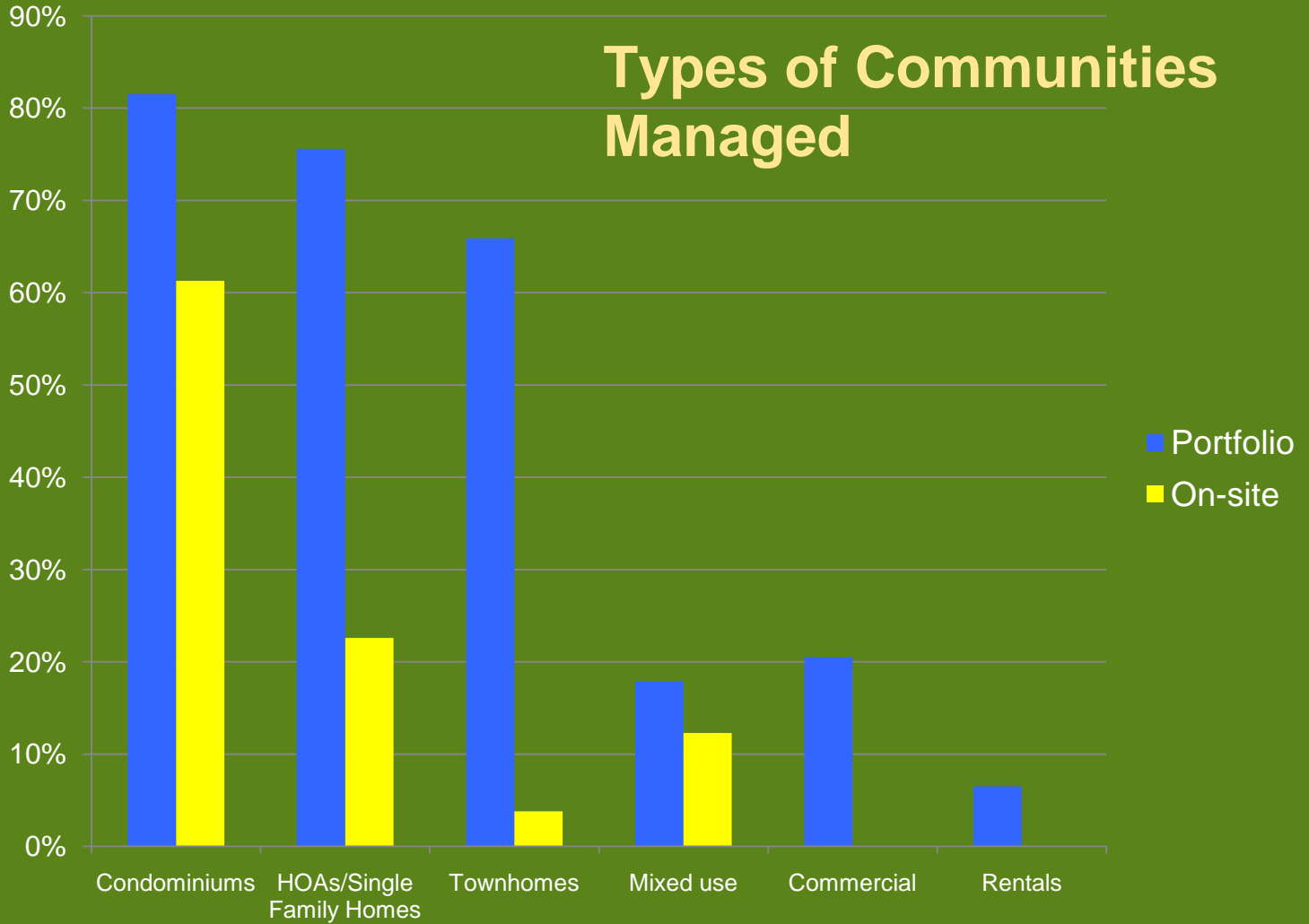
# # of Respondents

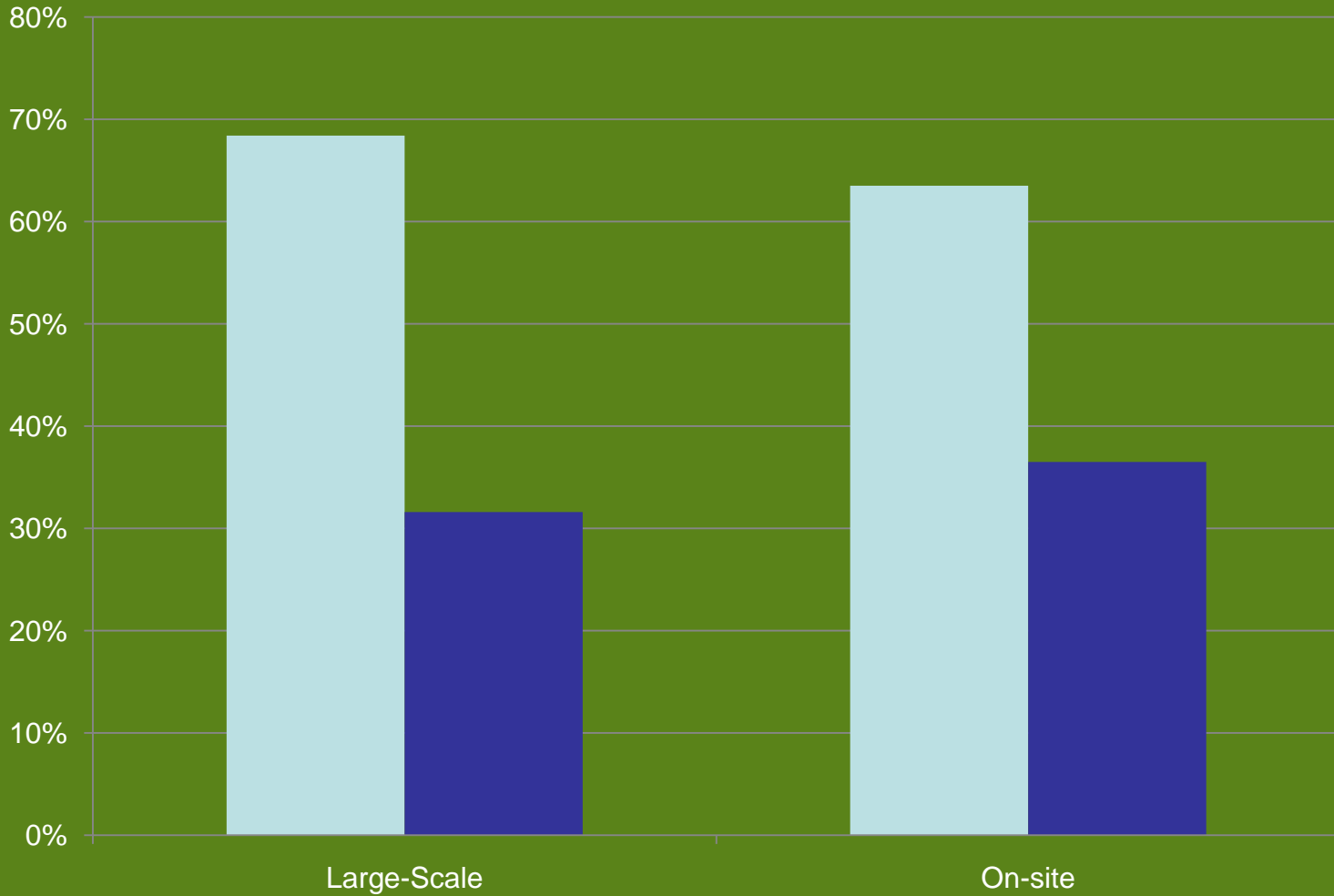






# Types of Communities Managed





# Top Line Findings

- Managers of all types agree salary/bonuses are the greatest benefit/motivating factor.
- Other high motivators include
  - Paid time off
  - Health/dental/vision
  - Flexible schedule

# Top Line Findings

- Least important benefit/motivating factors according to managers are
  - Health club membership
  - Position title
  - Office surroundings

# Top Line Findings

- CEOs perceive the most important benefit to employees are
  - 85.3% health insurance
  - 58.5% financial support for education

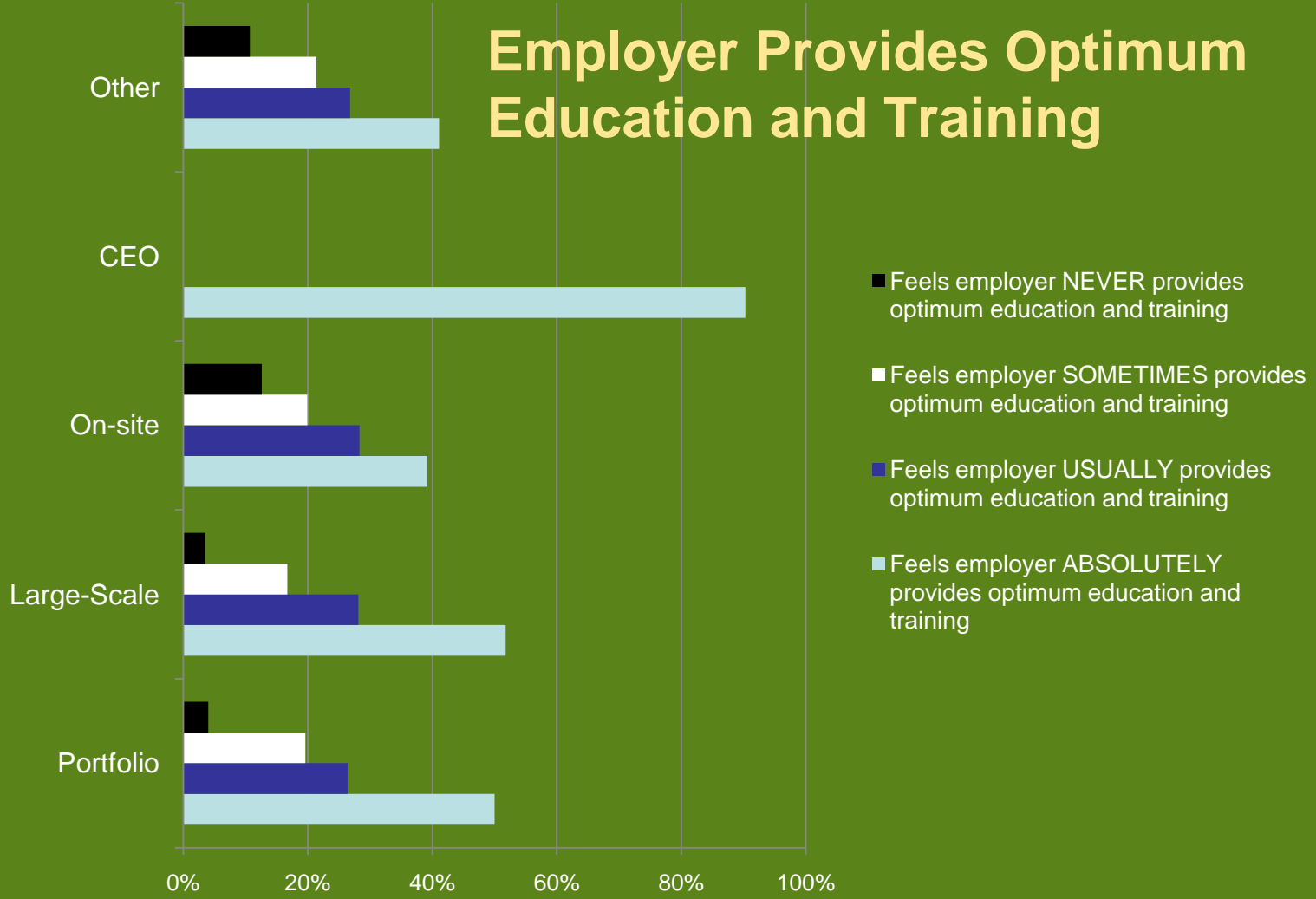
# Top Line Findings

- Managers say the highest ranking motivator to take one position/job over another position or stay with a company is
  - A higher salary
  - Depending on manager type, this was followed by
    - More vacation/paid time off
    - Better health/dental/vision insurance/125/401k plan
    - A positive work environment

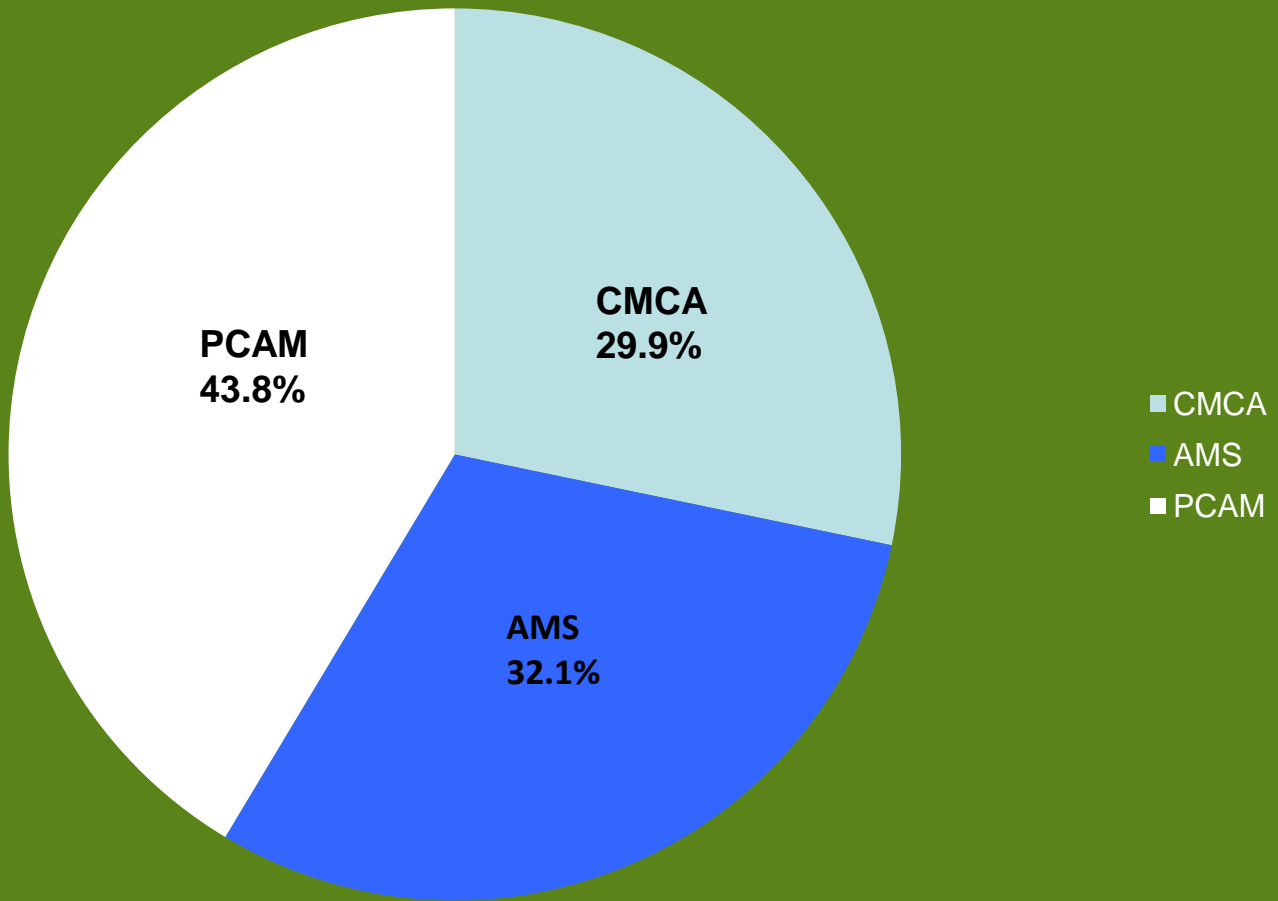
# Top Line Findings

- Managers, of all types, say the lowest ranking motivators to take one position/job over another position or stay with a company are
  - Health club membership
  - Company sponsored activities

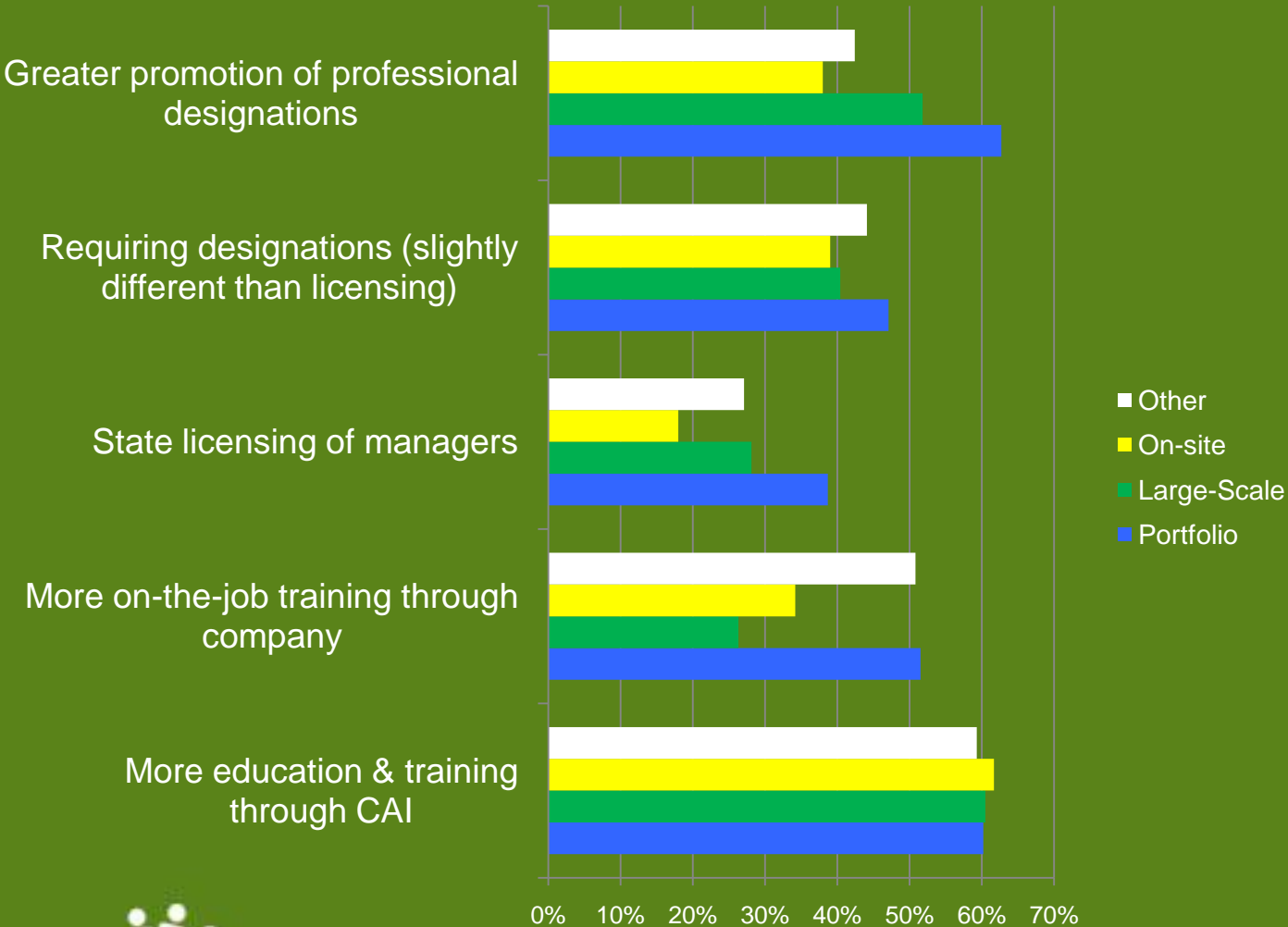
# Employer Provides Optimum Education and Training



# CEOs Place an Average Emphasis on Hiring



# How To Improve Industry Professionalism



# Top Line Findings

- Across manager types, the following attributes for a community manager were listed as number one for most critically important. Responses ranged from 82-93% as the most critical.
  - People skills
  - Common sense
  - Communication skills

# Top Line Findings

- The lesser critical attributes included
  - Accounting skills
  - Political savvy

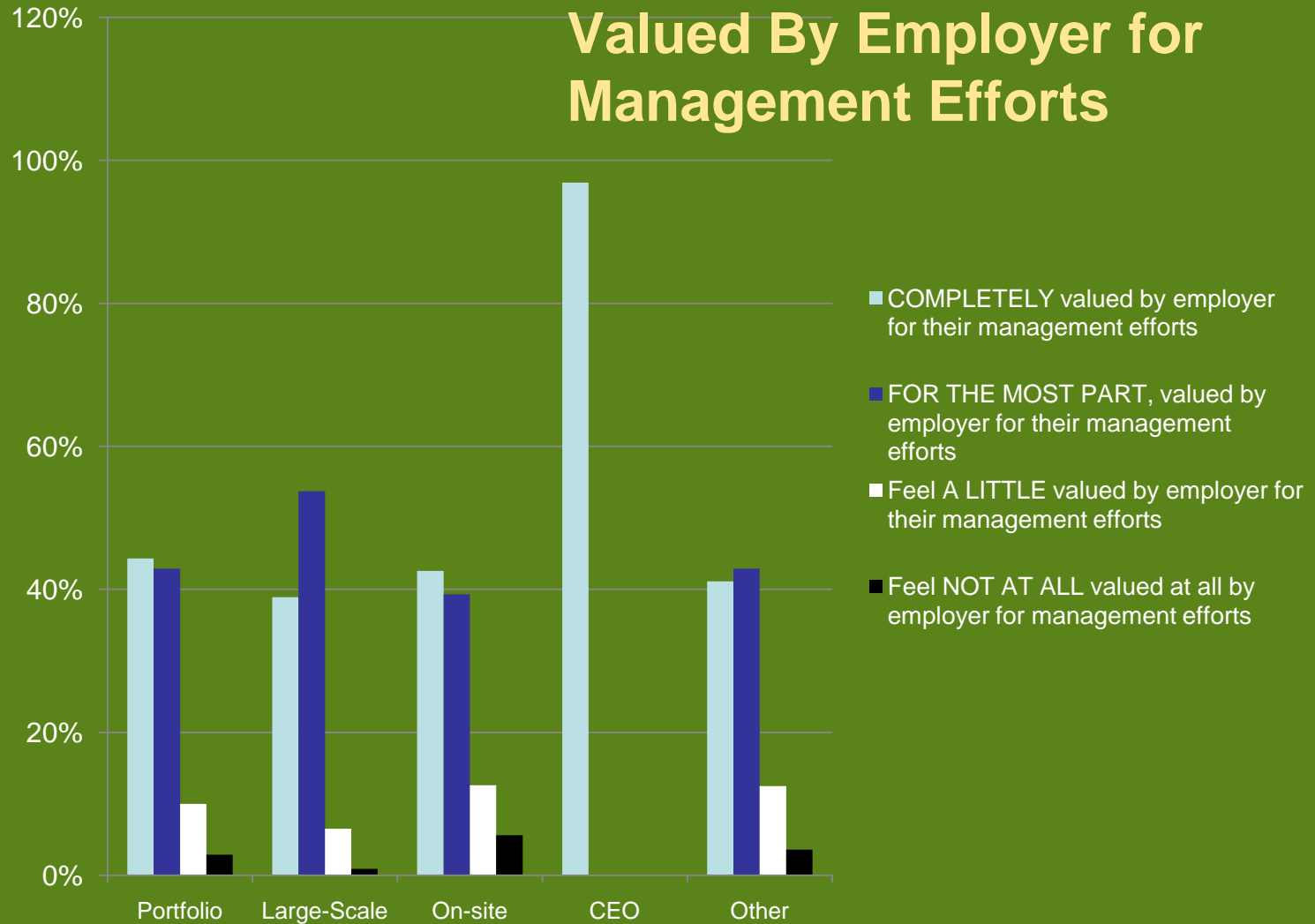
# Top Line Findings

- The most stressful aspects of a manager's job are the same for all types, ranging from 28-40%.
  - Confrontational board members
  - Confrontational homeowners
  - Confrontational meetings

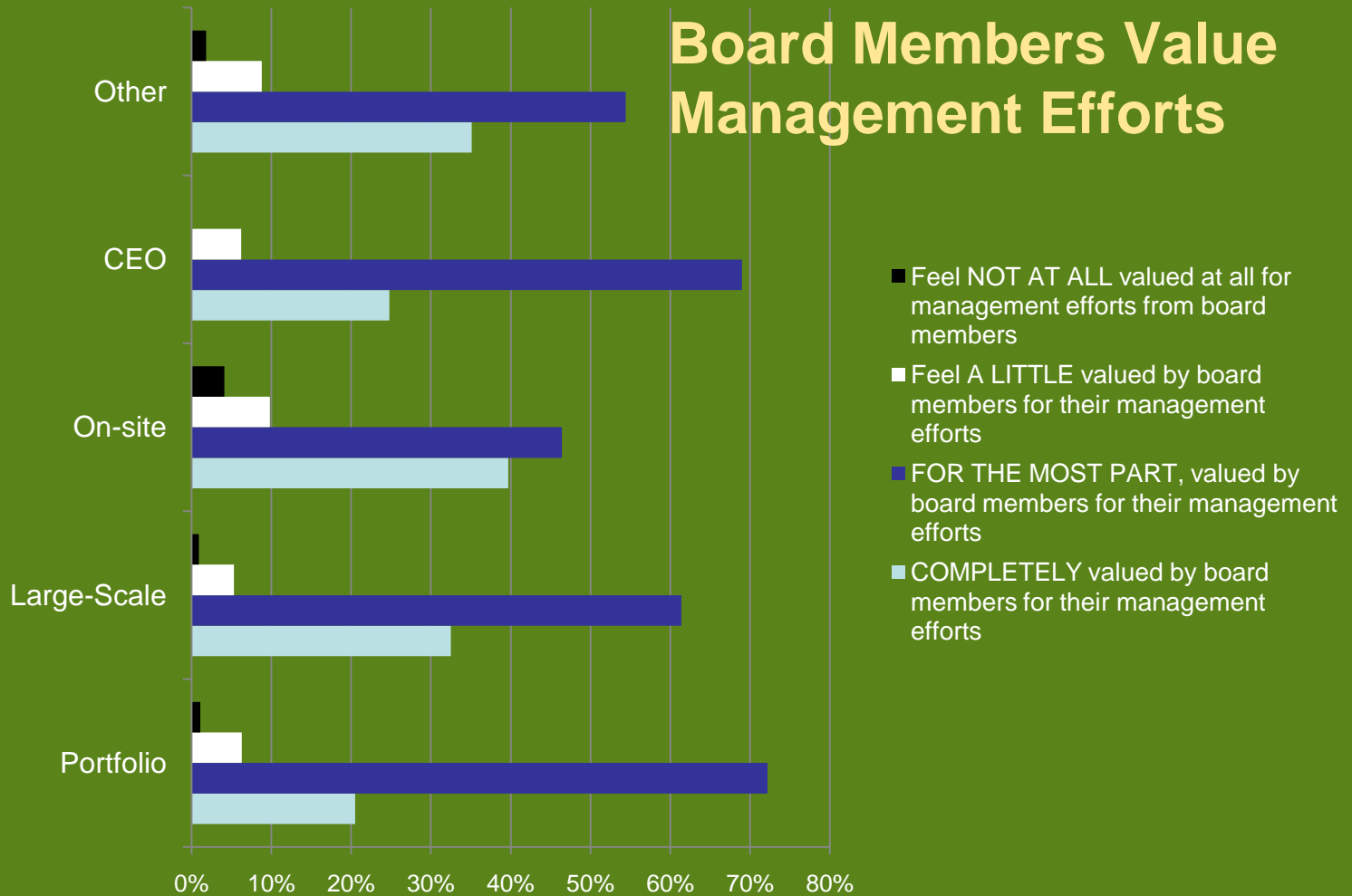
# Top Line Findings

- The lesser stressful aspects of a manager's job for all types
  - Reputation of management company
  - Vendors demanding quick payment
  - Low morale in management company office

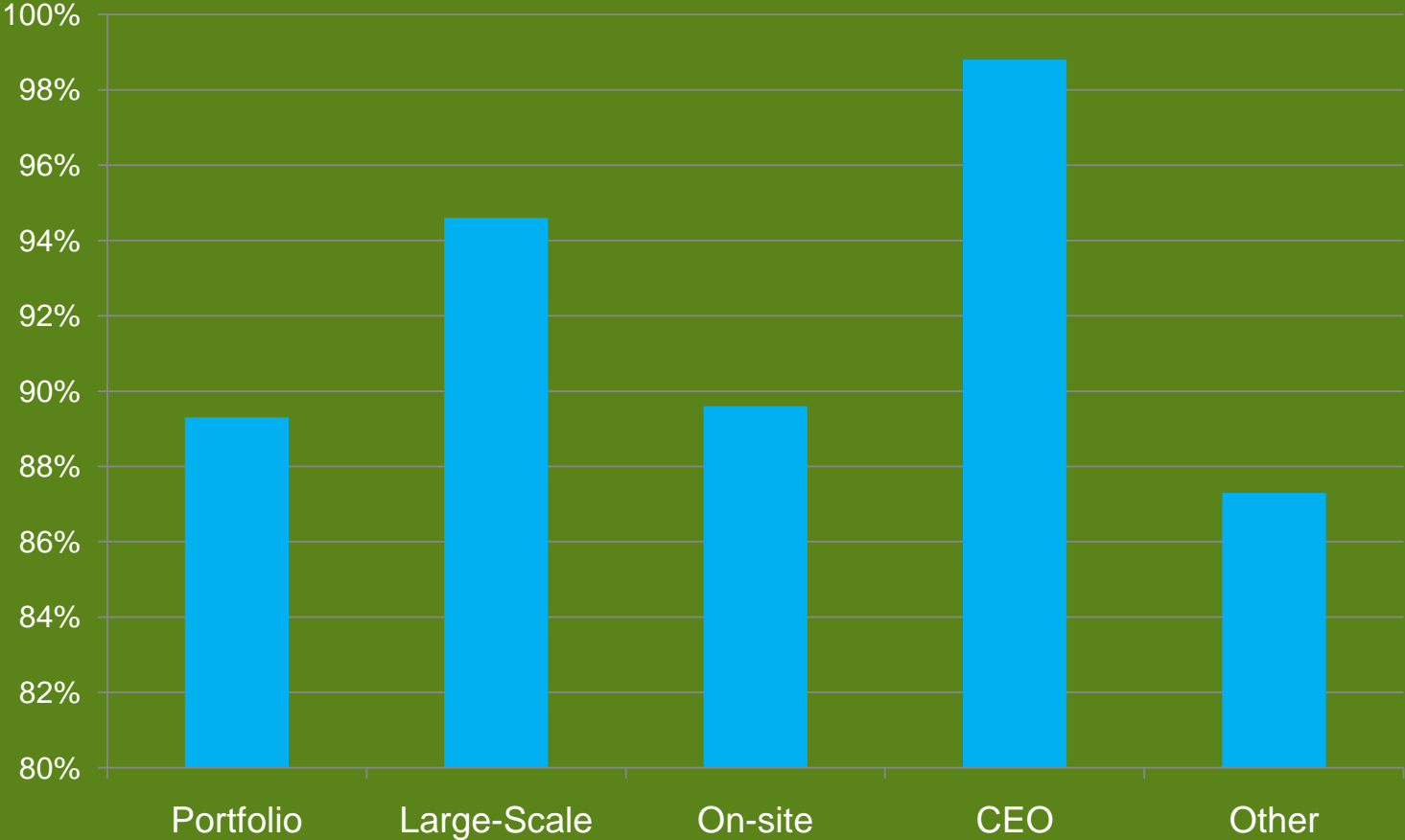
# Valued By Employer for Management Efforts



# Board Members Value Management Efforts



# Proud to be an employee of their company/association



# Where Do I Find More Data?

[www.caionline.org](http://www.caionline.org)  
Career Center

- Questions and answers by manager type
- Questions with comments by manager type



# Where Do I Find More Data?

*Common Ground*

*CEO Insights*

*Community Manager*



# APCM is inspiring excellence in community management

Yours is a career path that existed on the margins just a generation ago.

CAI meets the needs of individual managers and management companies. Both are now the backbone of the community association field.

