

PROFESSIONAL DISTINCTION

ams Association Management Specialist



A demonstrated commitment to professional excellence that every community deserves.



The Association Management Specialist (AMS) designation says a lot about community managers who have earned this highly respected credential. It says they have the training and knowledge required to provide professional service to their community association clients. It says they understand the nature, importance and unique challenges of community association management. It says they are committed to excellence and continuing education. Employing a manager who has earned an AMS means you are committed to preserving the character of your community, protecting property values and meeting the expectations of your owners.

Earning an AMS credential requires a personal and professional commitment to self-improvement, with AMS candidates required to:

- Have at least two years verified experience in financial, administrative and facilities management.
- Pass an exam administered by the Community Association Managers International Certification Board (CAMICB). Successful completion of the exam is required to earn the Certified Manager of Community Associations (CMCA) credential.
- Successfully complete at least two of the following courses offered by Community Associations Institute: Facilities Management, Association Communications, Community Leadership, Community Governance, Risk Management and Financial Management.
- Redesignate every three years by meeting continuing education requirements.

More than 90 percent of community association board members would prefer to hire a community manager who has the required education and experience to earn professional credentials. Here's what some of them said in a 2013 survey:

“Credentialed managers steer us in the right direction, help with decision making and guide us in difficult situations.”

“Novices miss things. There is no other way, without training and continuing education, that anyone—no matter how many years of experience—can keep up with a trained professional.”

The experience and education required to earn and maintain the AMS credential means a community manager has the practical knowledge and training to provide reliable management services in many, if not all, of the following competencies:

- Working with board members and residents
- Preparing budgets and financial reports
- Performing site inspections
- Enforcing association rules
- Understanding critical legal obligations
- Selecting and supervising contractors
- Understanding insurance requirements
- Directing association employees and volunteers
- Communicating with residents
- Collaborating with local officials
- Building a strong sense of community

Importantly, every AMS recipient must abide by the strict code of conduct outlined by CAI's Professional Manager Code of Ethics. Managers found to have violated the code face revocation of their designation.



“The knowledge (our manager) possesses from experience and credentials is extensive and extremely helpful.”

“The education and training provides the manager with the tools . . . to answer questions—and keep us out of trouble.”

“The association benefits greatly from a manager who demonstrates a basic knowledge of community management by obtaining credentials and certifications.”

“Credentialed managers help us remain completely within the law... Having worked once with a management company that provided us with a person who did not know the law—or even how to write minutes—verged on disastrous. Save us from these novices, please.”

About CAI

The Association Management Specialist (AMS) designation is awarded by Community Associations Institute (CAI), a 32,500-member, international organization dedicated to building better communities. Working in partnership with 60 chapters, CAI provides information, education and resources to those involved in community association governance and management. CAI also advocates on behalf of common-interest communities before legislatures, regulatory bodies and the courts. Our mission is to inspire professionalism, effective leadership and responsible citizenship—ideals reflected in communities that are preferred places to call home.

Learn More

CAI | www.caionline.org

AMS AND OTHER CAI CREDENTIALS | www.caionline.org/credentials

CMCA CERTIFICATION | www.camicb.org

MANAGER EDUCATION | www.caionline.org/education

CODE OF ETHICS | www.caionline.org/ethicscode

