

BEST IN CLASS

# Professional Community Association Manager



Professionalism » Education » Expertise  
Experience » Knowledge » Commitment



**No other designation in the community association management business symbolizes professionalism like the Professional Community Association Manager (PCAM). Denoting the height of knowledge and expertise for community managers worldwide, the designation signifies the highest level of individual accomplishment in the community association management profession. Employing a manager who has earned a PCAM means you have a professional who knows how to preserve the character of the community, protect property values, meet your expectations and build a true sense of community.**

A PCAM designee has completed the coursework necessary to provide expert management services to virtually any community.

- 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

**90%**  
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:

**“We always look for a PCAM designee when hiring new managers.”**

**“Credentials separate the professional from someone who talks a good game but won't invest the time and/or money to ... give more value to communities.”**

**Earning a PCAM requires a long-term commitment to personal and professional self-improvement.**

- Five years of verified, direct community association management experience.
- Successful completion of an exam administered by the Community Association Managers International Certification Board (CAMICB). The candidate must pass the exam to earn the Certified Manager of Community Associations (CMCA) credential, the first step toward the PCAM.
- Successful completion of the following courses:
  - » Facilities Management
  - » Association Communications
  - » Community Leadership
  - » Community Governance
  - » Risk Management
  - » Financial Management
- Successful completion of the PCAM Case Study, a comprehensive examination of an actual community association, with classroom instruction and an extensive on-site inspection.

Continuing education credits must be earned every three years to maintain the designation.

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



**“I have worked with noncredentialed managers and they often make serious mistakes. Having a ... PCAM is like night and day. What a difference in daily operations.”**

**“I have seen a clear difference between those who are credentialed and those who are not.”**

**“We had a litmus test when choosing our last general manager: They had to be degreed, have at least five years of verifiable experience in the HOA field and have a PCAM. If they didn't meet these minimum standards, we didn't even bring them in for an interview.”**

## About CAI

The Professional Community Association Manager (PCAM) 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](http://www.caionline.org)

PCAM AND OTHER CAI CREDENTIALS | [www.caionline.org/credentials](http://www.caionline.org/credentials)

CMCA CERTIFICATION | [www.camicb.org](http://www.camicb.org)

MANAGER EDUCATION | [www.caionline.org/education](http://www.caionline.org/education)

CODE OF ETHICS | [www.caionline.org/ethicscode](http://www.caionline.org/ethicscode)



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