

Launching Your Apartment Career

Use the following industry-specific Web sites to post your resume and to inquire about open positions in your area. It may also be helpful for you to contact one of the staffing firms below to help you with your search.

ApartmentCareerHQ.org | www.ApartmentCareerHQ.org
This site is presented by the NAA Education Institute for people who are looking for careers in the apartment industry. The site offers information on the three career tracks, maintenance, leasing and management and on college programs. The site also features industry success stories and a career section, hosted by ApartmentCareers.Com.

ApartmentCareers.Com | 877/856-6668
info@apartmentcareers.com | www.apartmentcareers.com
ApartmentCareers.Com is a one-stop career network specifically for careers in the apartment industry. By posting your resume here, your resume will automatically appear on more than 100 career sites.

BG Personnel Services | 888/298-7480 | www.bgpersnnel.com
BG Personnel Services is a temporary and permanent placement company that specializes in the multifamily property management industry. BG Personnel Services offers training programs to jobseekers, specifically for positions within multifamily property management.

Liberty Executive Search | 713/961-7666 | www.thelibertygroup.com
The Liberty Group is a full-service recruiting and personnel placement firm dedicated to finding quality people to help companies achieve their goals, and helping individuals build rewarding careers.

Look for apartment magazines such as *Apartment Finder*, *For Rent* and *Apartment Guide*. These free publications can be found pretty much anywhere, from your grocery store to the bus stop. Use this as a guide to help you apply with the company or community directly.

Contact your local apartment association. Your local apartment association can be a great local resource for you to help you with your job search.



4300 Wilson Blvd.
Suite 400
Arlington, VA 22203
703/518-6141 703/248-8370 FAX
education@naahq.org

Career Paths

Exploring the Apartment Industry



We've got a career for you!



www.naahq.org/education
703/518-6141

Introduction to the Apartment Industry

From sprawling communities and 20-story high-rises to cozy neighborhood locations, the apartment industry is big business! In fact, the United States rental market generates \$325 billion annually in revenue.

This is your chance to enter a booming, dynamic and exciting industry with unlimited career advancement opportunities regardless of past education or experience.

The apartment industry is defined by apartment buildings and all types of dwellings with five or more units. With each type of housing community offering slightly different opportunities or challenges, you have the ability to find a work environment that suits your specific talents.



Careers in the apartment industry are divided into three career tracks: **leasing**, **maintenance** and **management**, where you can find a position that will perfectly highlight your skills and abilities. The benefits of working in the industry are endless and industry-specific training will allow you to maximize your potential for advancement and your ability to build transferable skills that you can take anywhere. Plus, the apartment industry offers an exciting work environment, where every day is different and employees gain knowledge through hands-on learning.

So regardless of whether you are coming out of high school, graduating from college or switching careers, there is a job in the apartment industry waiting just for you.

ApartmentCareerHQ.org is the career-oriented Web site created by NAAEI to promote career opportunities within the apartment industry. Please contact us for more information:
www.ApartmentCareerHQ.org | info@apartmentcareerhq.org
703/518-6141

Academics, Recommended Curriculum, and Campus Connections

On-the-job training and industry education are the cornerstones of the any industry, but before you begin your journey toward a career in the apartment industry, you can take advantage of education and skills training opportunities as a student or as a working professional so that you may prepare yourself for your new career.

High School

As a high school student, you can learn more about the apartment industry by talking to a guidance or career counselor. Also, you should focus on perfecting some of your basic abilities such as math, sociology, written and verbal communication and computer skills. Joining and participating in student organizations such as DECA, SkillsUSA, Jobs for America's Graduates (JAG) or Family, Career and Community Leaders of America (FCCLA) will teach you the valuable skills necessary in the apartment industry. Some careers in the apartment industry can be started with just a high school diploma.

College Students

Residential Property Management is a program of study at the following colleges and universities:

- Ball State University
- Curry College
- Drexel University
- Georgia Tech
- University of Georgia
- University of North Texas
- Virginia Tech University

Several community colleges also offer courses in Residential Property Management:

- Houston Community College
- Ivy Technical College
- Rio Salado College (Online)
- St. Philip's Community College
- Trident Technical College

Hospitality, Retail and Military Transfers

If you work in the hospitality or retail industries, you can work in the apartment industry. Customer service and attention to detail are two of the most valuable skills that you can bring with you to a new career in the apartment industry. Most companies look for these qualities in hiring entry-level positions.

Military personnel and their families are also well-suited for careers in the apartment industry. Whether you, yourself, are separating from a career in the military or your spouse is looking for a new career, there are plenty of opportunities not only in civilian communities, but also in military-base housing as well.



Industry Training and Continuing Education

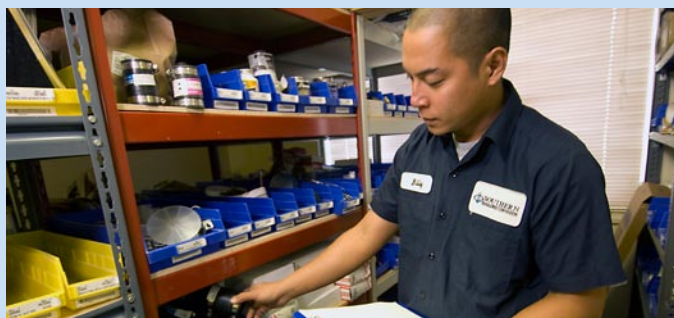
Industry training and continuing education are the vital links between an employee and the industry. There are several nationally recognized industry designations offered by NAA Education Institute (NAAEI) and your local apartment association, in addition to a multitude of issue-specific classes that can only help you to progress professionally and pursue any position in the industry that you desire.

The professional and personal benefits of perfecting and boosting your job skills through NAAEI's designation programs and other continuing education opportunities are an invaluable way for you to shine as a top performer.



Owners and supervisors view employees with industry designations and advanced education as valuable resources. They know that someone willing to commit themselves to life-long learning is dependable, professional and serious about going the extra mile for the company.

So no matter how you enter the profession – straight out of high school, after college graduation or as a working professional – the apartment industry offers you the chance to hone your job skills, improve your employment options and increase your income through industry training and education.



Five Steps to Success

No matter what segment of the industry appeals to your interests and talents, here are five ways you can ensure future success in the apartment industry:

1. Build Your Skills

Built on the foundation of continued, life-long training and education, it should come as no surprise that success in the apartment industry is dependent on your interest in bettering yourself. Whether you learn on the job or prior to entering the industry, take advantage of all educational opportunities that are available to you. Industry education is delivered by your local apartment association. To find your local apartment association, visit:

www.naahq.org/about/join/Pages/AffiliateDirectory

2. Be a People Person

Interpersonal relationships are essential in the apartment industry. Each career in this industry requires a certain level of personal interaction and customer service. Learn how to make the most out of your interactions with residents, suppliers and coworkers by practicing your social skills. Networking can open up great opportunities that you never knew existed.

3. Get Involved

Learn about the benefits and opportunities within the industry by connecting with multifamily housing professionals. These industry insiders can give you the details on what's happening in the local area and across the country. You can connect with these professionals through your local apartment association and social networking sites such as Facebook, Twitter and LinkedIn. Remember, networking can only help you in this industry.

4. Be Open to New Experiences

In an industry as large as vthis one, there are numerous opportunities to expand your knowledge about different industry segments, functions and trends that may lead you straight into your dream job. If you are receptive to new experiences and maintain an open mind about your career ambitions, it will be easier for you to advance your career.

5. Get Excited

The apartment industry is fast-paced and dynamic with unparalleled opportunities to advance quickly in your career! Employers need applicants with positive, go-getter attitudes that will contribute to the close-knit atmosphere of the industry.



The Benefits of a Career in the Apartment Industry

Joining the apartment industry is more than just getting a job, it's starting a career. The apartment industry is where your unique talents will help you solve problems and meet challenges. It is an opportunity to work as part of a diverse team to accomplish goals with real and tangible results. It offers a chance to challenge and better yourself through life-long learning and to achieve personal satisfaction through meaningful, exciting work.

Careers in the apartment industry offer healthcare (medical, prescription drugs, dental and vision), paid holidays, vacation and sick leave, 401K options and life insurance. Some companies even offer rent benefits and tuition reimbursement.



Job Security

Because the need for housing will never go away, the apartment industry gives you the ability to work anywhere, and that means true job security. And as apartment construction grows, the demand for qualified employees will also increase dramatically.

Career Advancement through Education

You'll benefit from career advancement opportunities in your company and with future employers, an increased pay scale and improved job satisfaction through the variety of classes and professional development opportunities available in the apartment industry.

The Atypical Office

"Going in to the office" is different in the apartment industry; it's a fast-paced, never-boring, something-different-everyday kind of office! The industry as a whole encourages employees to be self motivators and creative problem solvers, which means you are in control of your own future.

Team Work

Working in a team atmosphere allows you to build strong relationships with coworkers while developing your leadership abilities.

Community Service

As an employee in the apartment industry, you have the ability to make a lasting difference in a family's life by providing exemplary customer service and maintaining quality accommodations, which is a truly rewarding experience.

Job Descriptions



Area Manager

As the liaison between onsite personnel and upper management, area managers generally oversee multiple properties and primarily deal with the business of property or asset management as opposed to the direct, hands-on running of the property. A college degree and prior community management experience is a prerequisite for anyone interested in becoming an area manager.



Property Manager

The property manager is the onsite director of operations and an essential player in the apartment industry. From implementing the policies and procedures set by the area manager to budgetary oversight to employee motivation, the property manager must perform a myriad of duties in order to capitalize on a property's potential. Although a college degree is preferred, applicants for entry-level management positions can begin with a high school diploma and positive on-the-job apartment industry experience.



Leasing Consultant

As the primary contact for potential and existing residents, leasing consultants serve a vital role for every property in the apartment industry. Responsible for all activities involving property rentals, as well as other general office duties, leasing consultants must possess phenomenal customer service skills, a knack for selling, outstanding organizational abilities, and the capacity to communicate effectively. Leasing consultants can begin in the apartment industry with a high school diploma.



Maintenance Technician

Property maintenance is essential to every housing community, and it is the maintenance team that carries out this vital role. Charged with performing routine, preventative and emergency maintenance of all kinds, maintenance technicians must have a working knowledge of all aspects of maintenance, repair and service, the ability to troubleshoot problems and take appropriate action, and good customer service skills. A technical school certificate or industry designation, such as the Certificate for Apartment Maintenance Technicians (CAMT), offered by NAAEI, is beneficial.

