



Val Khomenko, RCM, OLCM

Company: ICON Property Management Ltd.

Year entered the profession: 2014

Year RCM obtained: 2022

Other education: Ryerson University, Seneca College, Mohawk College

Mentor(s) in the industry: *Stan Morris, RCM*—Stan provided mentorship beyond just how to be a good manager. He illustrated not only the qualities of a great leader in the industry but also a great leader as a Board member.

Altin Nani, RCM, Duka Property Management—Altin provided sage advice and insight into the business growth and operations of the well-oiled ACMO 2000 certified condominium management firm.

Ilir Decka, RCM, Crossbridge CS—Ilir provided probably the best advice any new or aspiring manager could hope for. This industry is for life, and the opportunities are abundant.

Tal Scher, The Regional Group—Tal provided insight into the challenges and development of being a young executive. His mentorship helped shape the understanding of the business aspect of running a successful management division.

Pavlo Khomenko, RCM, Del Property Management—My father continues to be integral to my journey as a condominium manager. I am incredibly grateful for the support and concrete advice over the years.

What path brought you to a career as a condominium manager? I have always been interested in some form of a career in public administration. After completing my Paralegal Studies diploma from Seneca College and working in various law firms, I decided to try my luck with condominium management firms. Duka Property Management gave me my first try as a Site Administrator in 2016 in various locations before receiving a promotion to condominium manager within three months of my employment. I have grown

exponentially in my roles since.

How has your membership in ACMO helped you in your career? ACMO membership has been instrumental in my career. The events, networking and learning opportunities through ACMO have provided me and the clients I have serviced over the years with the tools, resources and framework on how condominiums should be.

What is one must-have skill for a condominium manager? Why? Persuasion. It's a skill that can help navigate through a boardroom and meetings, and is a skill of crucial importance, especially when dealing with the daily life of a condominium. It is a skill that opens a window to turn a mistake into an opportunity. Persuasion allows people to listen to your ideas, de-escalate the situation and understand.

Tell us about a personal success story on the job. The personal success story is the job itself. I have had the enormous privilege of shaping communities throughout my career. As a result, said buildings had an even greater impact on my personal development, career progression and growth. The satisfaction from your positive and long-lasting effect on the building(s) is unmatched.

What's your biggest challenge as a manager? The biggest challenge as a manager is, in my opinion, time management. There are not enough hours in the day to give yourself to everyone, and it is important for one's own mental health and well-being to be able to unplug.

What's your favourite part of the job? The people. Managers interact with people from all walks of life and background in many roles. Whether these are positive or negative interactions, there is

always an opportunity to learn from any particular situation.

Best business advice you ever received. This industry is a lifelong opportunity.

Answer this statement—I am an RCM because... it is an integral aspect of being a condominium manager. I was conflicted about obtaining this designation for many years due to the licensing and governing body competing with ACMO's mandate. I have since realized that the only way to affect change and provide a higher level of contribution is to be an RCM. It is also an opportunity to be a member of an elite group of professionals who will shape our industry for years to come.

Where do you see yourself in five years? I envision taking on more of an executive role but would still relish the opportunity to manage a community here and there to keep my skills sharp.

What recent project that you completed can we highlight? As condominiums age, numerous projects spring up that deal with physical assets. However, there is rarely a highlight of projects that deal with internal & administrative operations of the condominium. As part of the newly acquired contract, we have recently been tasked with modernizing the community's management operations. We have digitized the records and implemented electronic forms and procedures while reducing administrative hours on tasks. Financially, we have implemented e-transfer payment options for sundry income and electronic fund transfers for vendor payments. The client has been extremely satisfied with this modernization project, and the residents are well-served as a result. ■