



## Jennifer Ricci, RCM

ICC Property Management

Year entered the profession: 2007

Year RCM obtained: 2012

**Other education:** Bachelor of Arts, Honours

**Mentor(s) in the industry:** I have had the pleasure of meeting and working with many accomplished managers over the years, but the one individual who has been a constant source of support and guidance is Judy Statham. I have worked with Judy for over eight years and owe a great deal of my success to her. She is a great leader and, more importantly, a great friend.

**What path brought you to a career as a condominium manager? How has your membership in ACMO helped you in your career?** I had recently graduated from University and was working a part-time retail job, unsure of what I wanted to do with my career/life. A family member mentioned they knew of a property management company that was looking to hire an administrative assistant. I was offered the job, and within a few months was enrolled in the first ACMO course; the rest is history!

My membership with ACMO has helped me build relationships with other property managers and professionals working in the industry. It also provides comfort in knowing that ACMO associated trades and professionals offer services that can be trusted.

**What is one must-have skill for a condominium manager? Why?** It is hard to narrow it down to just one must-have skill! I would say adaptability, patience and common sense are all essential qualities of a successful condominium manager. There are endless varieties of situations and people I manage on a given

is not rocket science; excellent customer service and facilitating boards to make informed decisions is half the battle.

**Answer this statement – I am an RCM because...** Being an RCM holds me to the highest standard as a Condominium Manager. Licensing of our profession was needed, but having an



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day and these are the three skills I utilize to ensure my success as a manager.

**Tell us about a personal success story on the job.** Being promoted to a Regional Manager position is my greatest success story.

**What's your biggest challenge as a manager? What's your favourite part of the job?** My favourite part of the job is that it is not a typical office job where you are stuck at your desk all day. Every day presents a new challenge, which means I am continuously learning and improving.

**Best business advice you have ever received.** The best advice I have received is, condominium management

RCM shows your peers and clients that you are willing to go above and beyond what is necessary.

**Where do you see yourself in five years?** I would like to be in a position where I can focus on mentoring new managers in the industry.

**What recent project that you completed can we highlight?** In 2017 I was approved by ACMO to teach in-house property management courses at ICC Property Management. Earlier this year, I completed teaching all four mandatory courses, which is something that I am proud of, especially when the students pass! ■