





Benjamin Tabesh

CPP, PSP, HBSc
Founder and CEO,
Condor Security



Matthew Reijerkerk

Assistant Property Manager,
Royale Grande Property
Management Ltd.

Crossing Over into Condominium Management

Today the condominium industry is seeing growth in property management positions, and as a result there is a growing need for skilled talent to occupy these positions. Often overlooked as qualified talent are other condominium contract workers who possess relevant and transferable skills to become successful property managers. Some of these contract workers include: concierge security, superintendents and cleaners to name a few. In order to capitalize on these cross-over jobs, contract employees should be recognized by property managers as potential colleagues in their building community and as such should be encouraged to consider property management as a career path that

provides experience and skills as well as opportunities unique in today's workplace.

An excellent industry example of someone who crossed over their learned skills was a former concierge security staff employed by Condor Security. Matthew Reijerkerk consistently put effort into developing and advancing his skill set while working towards completing required ACMO courses to satisfy the new licensing requirements from CMRAO.

An important aspect of any career transition is pursuing the necessary training and education. Matthew's story that follows is a good example of how to successfully cross over into condominium management by incorporating

effective learning and networking with condominium community peers.

Matthew's Story

When I first entered the condominium industry as concierge, the importance of being the "face of the community" formed the foundation of my role as a concierge security and helped me develop specific skill sets to manage various unique situations. Learning how to communicate with different personalities that comprise the community was critical. Through training workshops facilitated by Condor Security, I learned to listen actively, appreciate the source of conflict and formulate solutions to unique problems at hand. Understanding the value

OLD-FASHIONED VALUES...
TOMORROW'S TECHNOLOGY



CONDOMINIUM SECURITY EXPERTS

REGISTERED MASTER KEY SYSTEMS
SUITE, WOOD, KALAMEIN & HOLLOW METAL FIRE RATED DOORS
MAILBOXES & LOCKS • BREAK-IN REPAIRS • PANIC BARS
PATIO DOOR HARDWARE • LAVATORY HARDWARE • SAFES
FIRE PROOF FILING CABINETS • OFFICE FURNITURE
WINDOWS CUT IN EXISTING DOORS • FIRE RATED HARDWARE
HANDICAP OPERATORS • HINGES • CONCEALED DOOR CLOSERS
REMOTES • EXIT ALARMS • CCTV • CARD ACCESS • ELECTRIC STRIKES



BONDED & INSURED

TEL: (416) 699-4716 • FAX: (416) 699-4724
1060 KINGSTON ROAD • TORONTO ON • M1N 1N4
email: service@customlocks.ca
www.customlocks.ca

PROUD MEMBER OF  **ACMO ASSOCIATE** FOR OVER 30 YEARS



**Offering financing solutions
that meet the needs of condo
corporations, property
managers and owners.**

Common elements we finance include:

- Building envelopes
- Guest and super suites
- Balconies and windows
- Underground parking garages
- Energy retrofits
- HVAC systems
- Elevators
- Lobbies and recreational facilities

1-800-379-5888
financing@cwbmixmap.com

Trusted partner. Experienced lender.



A CWB Financial Group Company

cwbmixmap.com

 **Atrens-Counsel
Insurance Brokers**
Part of Arthur J. Gallagher Canada Limited
A Preferred Contractor for Atrens-Counsel

 **ACMO ASSOCIATE**
Canadian Condominium Institute
Institute canadien des condominiums
Toronto and Area Chapter



Image supplied by Nautilus Hausboote

**Not all homes are
meant to float**

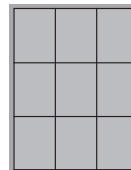
Call a Company You Can Trust...



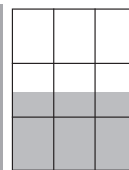
905.567.7474

CM
Condominium MANAGER

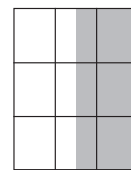
**A wide choice of Ad sizes to
suit your advertising needs!**



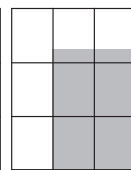
Full Page (plus bleed)
8 1/4" x 10 7/8" Trim



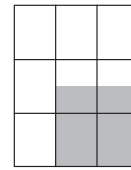
1/2 Page Horizontal
6 7/8" x 4 7/8"



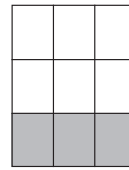
1/2 Page Vertical
3 1/2" x 10"



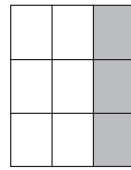
1/2 Page Island
4 1/2" x 7 1/2"



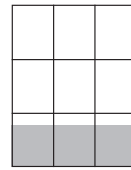
1/3 Page Square
4 1/2" x 4 7/8"



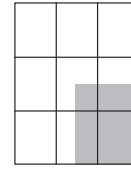
1/3 Page Horizontal
6 7/8" x 3 1/4"



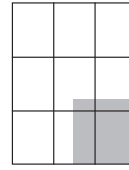
1/3 Page Vertical
2 1/8" x 10"



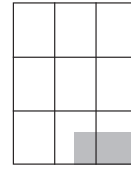
1/4 Page Horizontal
6 7/8" x 2 3/8"



1/4 Page Vertical
3 3/8" x 4 7/8"



Super Pro Card
3 3/8" x 4 1/16"



Professional Card
3 3/8" x 2"

For ad rates please visit

WWW.ACMO.ORG > CM MAGAZINE > AD RATES

of consistency and accountability while maintaining a level of professionalism demonstrated my strong work ethic to the condominium community. Effective communication and conflict resolution were two important transferable skills in my transition to property management. Almost every day, property managers must contend with issues ranging from noise complaints to scheduling building-wide maintenance projects. The ability to effectively communicate to a wide spectrum of personalities becomes second nature to dedicated property managers and concierge security.

As a young adult fresh out of university and trying to find my footing in the job market, it was overwhelming to figure out my next steps towards a career. Condominium concierge services, like many other entry-level positions, appealed to me as a job that crossed over with a variety of potential career paths. In particular, I had many opportunities to communicate with property managers as well as the Condor Security team regarding the nature of the condominium industry. These conversations gave me access to their knowledge and experiences, which gave me insight on whether property management was a good fit for me. Their active encouragement and feedback regarding my work inspired me to seriously consider pursuing a career I heard nothing about prior to working as a concierge.

It was through the keen interest and encouragement from property managers and Condor Security that I discovered the ACMO courses offered through Humber College. I decided that property management would be my next career goal and this program was an investment into my professional future in the industry. I attended these courses on weekends and studied during the week, balancing my workload with my coursework. I received assistance from both the property management and Condor Security when it came to reviewing certain aspects of the courses, in particular, interpreting Condominium Law, Finances and Building Systems.

Much of my success is a result of personal commitment and ambition that can be summarized with three very important habits that I developed during my career in the condominium industry. First, staying committed to being a team player in your condo-

minium community, volunteering your effort to help the greater good of a team and company. Second, showing your leadership potential by executing everything with passion, trustworthiness and decisiveness. This is how I was able to first get promoted to head concierge, which eventually helped me transition into condominium property management with confidence. Lastly, taking initiative by continuously developing my skills and finding new learning opportunities. Investing in continuing education provided by ACMO allowed me to solidify and secure my transition into property management. Many of my former classmates in the ACMO courses sought out job opportunities mentioned during class or referred by their respective instructors. Attending various industry-related workshops and webinars offered by your employer, in my case Condor Security, was also vital for my successful transition into property management.

As presented in this industry example, there are many transferable skills gained from working as a contractor that can be applied to transition to property

management. However, like any other career advancement one must be motivated to learn on the job, network and build relationships with industry peers, and invest in continuing education offered by educational institutions as well as employers. Contract employees should also be recognized by property managers as potential colleagues who encourage and mentor them on how to seek the right opportunities to build up their career path into management. ■

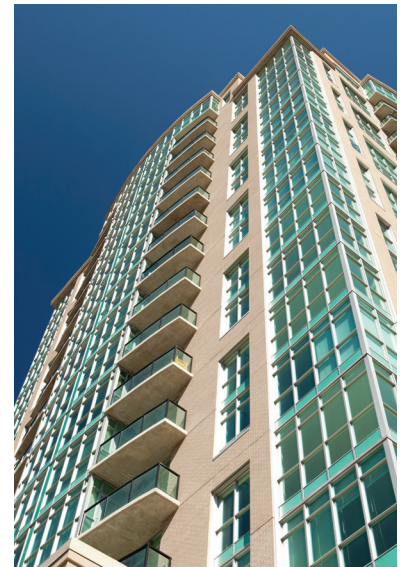
Benjamin Tabesh CPP, PSP, HBSc is the founder and CEO of Condor Security. A quality focused Security & Concierge service provider operating in the GTA. Contact information: btabesh@condorsecurity.ca. condorsecurity.ca condorconcierge.ca

Matthew Reijerkerk is an Assistant Property Manager with Royale Grande Property Management Ltd. and one year into his limited licence. He is part of the property management team at 550 Wellington West Condominiums in Toronto, Ontario.



Supporting your property needs with our technical expertise

- Reserve Fund Studies
- Performance Audits
- Rehabilitation Design
- Mechanical Engineering
- Building Envelope Investigations
- Structural Engineering
- Leak Investigations
- Contract Administration
- ProjectWeb FM (Drawing Management)



Offices in Toronto and Burlington
Toll Free 1-877-313-9862
www.cioncoulter.com