

# HIRE A CMCA INTERVIEW QUESTIONS

When interviewing a CMCA-credentialed manager for your community association, it is essential to ask questions that help assess their skills, experience, and capacity to manage unique community challenges effectively. The following questions offer valuable insights into the manager's expertise and commitment to professionalism and ethical conduct.

1. How do you handle emergencies and unexpected crises within the community?
2. How do you work with contractors, vendors, and service providers to ensure quality work at a fair price?
3. How do you foster community involvement in decision-making processes and instill a sense of community pride and ownership?
4. Can you give examples of implementing cost-saving measures or innovations to improve community operations efficiency?
5. What are your strategies for making collecting assessments more efficient?
6. How do you streamline the handling of maintenance and architectural requests?
7. How do you expedite the preparation of resale disclosure documents?
8. What is your approach to issuing and enforcing covenant violations efficiently?
9. Can you describe your experience with reserve studies and capital improvement planning to ensure long-term financial stability?
10. How do you leverage technology and community association software to streamline management processes and enhance community communication?
11. How do you collaborate with the board during board member transitions, and what is your approach to board member orientation and training?
12. Can you describe a challenging situation you encountered in a previous community management role and how you resolved it?

By asking these critical questions during your interview with a CMCA-credentialed manager, you'll understand their qualifications and capabilities, helping you make an informed decision about a manager equipped to handle your community association's challenges and maintain high professional and ethical standards.

The CMCA (Certified Manager of Community Associations) credential is awarded by the Community Association Managers International Certification Board (CAMICB) to managers who demonstrate a high level of knowledge, competence, and ethical conduct in community association management. The CMCA is the only credential in community association management accredited under the National Commission for Certifying Agencies (NCCA) and the International Organization for Standardization's ISO 17024 standards. By focusing on CMCA-certified managers, you prioritize a standard of excellence and professionalism recognized internationally, ensuring the best possible management for your community association.