



## Sneak Peek at a 2009 MADACS Award Entry

What better way to get ready for your 2010 MADACS entry, than to get a sneak peek at this 2009 nomination. Bill Hauge, Cities Management, shows you what it takes to get nominated for this prestigious award.

The MADACS entries are due in late spring. The MADACS Awards Gala is September 24th, 2010 at the Depot in Minneapolis. Any questions? Call 952-548-2219.

*Bill Hauge, nominee at the 2009 MADACS Awards for CIC Manager, shares some of the things that help make him such a terrific Association Manager at Cities Management.*

**Q:** What do you do on a regular basis that contributes to the success of your properties?

**Bill:** I try to respond to my residents in a timely fashion and get their issues resolved as quickly as possible. The faster I can get things off my plate, the happier the residents are with us as a management company. I try to make the job of the Board of Directors as easy as possible so they don't consider being on the board a chore.

**Q:** Describe your supervisory skills.

**Bill:** I treat people as I would want to be treated. Treat staff as equals and as a team. We are all in the same place trying to accomplish a goal.

**Q:** What have you done that is a unique contribution to the success of your company?

**Bill:** I try to maintain a very professional image when I represent Cities. I believe in this company so it makes it very easy for me to sell their services to current and potential clients. I try to have fun with my job and I think that shows. I don't let the negative aspects of the job get to me that much. I treat my associations as if they live in my house and I am taking care of them as if they were my own.

**Q:** What does professionalism mean to you?

**Bill:** Professionalism means doing my job to the best of my abilities with tools and skills I currently have, and to be able to learn new ones as I go. It means that I follow through with what I say I am going to do, and doing it the best I can. It is very important for me to be able to depend on the other professionals I surround myself with so that I can learn from them as well. Besides, they help make me look good!

**Q:** What makes you a successful CIC manager?

**Bill:** Patience is number one. Without it one can quickly become disillusioned with the position. Being a good communicator and listener would be a close second. It is essential to be able to listen for what the real problem is when an upset resident calls. Once the resident expresses his concerns, I must then be able to communicate back to them what I understand them to be saying. And lastly, do my best to find a solution.

