

A white piggy bank is shown in profile, facing left, against a solid yellow background. The piggy bank is the central visual element of the top half of the page.

FLCAJ 2009–2010 **Salary & Information Survey**

As most who are reading this are aware, 2009 was a difficult financial year in the Florida community association industry. There are reasons why Florida is a particularly vulnerable state and why our industry is sensitive to the economy. Many Florida residents are retirees who depend on a lifetime of savings and investments for income. When the investment market becomes unstable, Floridians feel the effects very quickly.

In addition, Florida is a state that has seen a large amount of speculative investment in real estate, especially in condominiums. When property values take a dive and financing becomes scarce, many speculators are left holding over-financed properties with the obligation to keep assessments current. As many know, that is not something that always goes according to plan.

In the midst of the turmoil created by financial uncertainty, community associations must continue to function. They are, by law, required to provide certain services to property owners. Factor in the reality of the high percentage of assessments that are in arrears, and the books get overbalanced in the red. To say that the community managers working in this environment have had a challenging year would be an understatement. Working with fewer resources, they were expected to provide the same level of services, and the balancing act was difficult, if not impossible.

At times, almost everyone questions the reasons they have chosen a particular profession and 2009 might have been one of those times. It seems that in the more difficult times, the question, "Is this really worth it?" comes up more frequently. While we can't answer that question, we can be thankful that salary ranges have been fairly consistent on a five-year average.

This is the ninth year that Advantage Publishing Company has compiled the Salary and Information Survey. This year's data was gathered from our web-based survey form that was available in October and November. We also use data that is gathered from the "Salary Calculator" on www.condojobs.com. We are confident that the results represent an accurate picture of salaries for community managers and employees in Florida. Although we are confident that the survey is relevant and useful, we stress that it is a random polling and not represented as a scientific survey.

Note: The Salary and Information Survey is a "Florida only" survey. Although we receive responses from managers and board members from other states, we only include those from Florida communities.

THE SURVEY

Figure 1

As is the norm, the largest percentage of our responses came from the Southeast part of the state. However, Southwest Florida is a fast-growing area and increased their presence from 19.5 percent to 28 percent.

Figure 2

This year's survey is heavily weighted toward condominiums with 70 percent of surveys returned

FIGURE 1
Breakdown of Responses by Florida Region

Southeast	39%
Southwest	28%
Central	18%
Panhandle	9%
Northeast	6%

FIGURE 2
Type of Community Survey Respondents

Survey Year	2009	2008	2007	2006	2005
Condominium	70%	85%	79%	80%	81%
HOA	26%	9%	18%	16%	15%
Cooperative	4%	6%	3%	4%	4%
Paid Manager	86%	73%	84%	93%	80%

FIGURE 3
Community Profile

Survey Year	2009	2008	2007	2006	2005
Average Number of Units	490	357	336	335	369
Average Price	\$504,943	469,141	574,813	561,740	603,164
Average Budget	\$1,404,461	1,229,815	1,194,371	1,249,031	1,119,079
Average Age	25	27	24	25	24
Reserves	83%	67%	81%	78%	80%
Waterfront	64%	57%	62%	64%	72%
Major Restoration	63%	67%	52%	62%	61%
Cost	\$1,154,236	1,239,194	2,042,021	1,823,245	1,056,361

indicating that type of community association. Eighty-six percent use a paid manager, up from 73 percent.

Figure 3

An interesting note revealed by **Figure 3** is that, in a down year for collections, reserves are at a higher than average percent.

Figure 4

The average manager in Florida's community associations is likely to be a 55-year-old male with sixteen years in management experience and six years on the current job. Women continue to find good opportunity in the industry and 42 percent of our surveys returned indicated a woman manager.

Figures 5 and 6

The salary spike in last year's 2008 survey proved short-lived as the average manager salary more

closely mirrored 2007 averages. Last year's (2008) survey returned an average salary for Florida managers of \$60,033, an increase of approximately 10.5 percent over the 2007 survey.

**FIGURE 4
Manager Profile**

Survey Year	2009	2008	2007	2006	2005
Average Years in Management	16	9	13	15	14
Average Years in Current Job	6	6	6	6	6
Age	55	53	54	54	53
Male	55	49%	47%	54%	55%
Female	42	47%	44%	41%	40%
Couple	3	4%	9%	5%	5%
Performs Maintenance	18	22%	20%	18%	17%
Sells/Rents Units	12	20%	16%	14%	16%
Bookkeeping	36	51%	48%	48%	49%

That marked the largest jump in the average on record. The 2009 managers' average salary is \$54,786, and while it is the second highest, it more closely reflects the survey results of the

**FIGURE 5
Manager Compensation**

Survey Year	2009	2008	2007	2006	2005
Salary	\$54,786	60,033	54,312	54,439	53,159
Housing Provided	11%	6%	14%	13%	23%
Health Insurance	65%	65%	70%	70%	74%
Dental	39%	33%	30%	33%	35%
Car Allowance	42%	35%	45%	46%	54%
Per Mile (Per Month Avg.)	.50/\$146	.52/\$108	.44/\$103	.42/\$123	.39/\$105
Bonus	\$2,837	2,712	3,373	2,213	3,017
Vacation Days	15	16	15	15	15
Sick Days	6	6	6	6	7
Retirement Available	12%	7%	10%	13%	20%

**FIGURE 6
Total Income/Region**

Southeast	\$57,006
Southwest	\$56,704
Central	\$51,921
Panhandle	\$50,489
Northeast	\$48,180



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previous three years which averaged \$53,970. The average is always affected by regional participation.

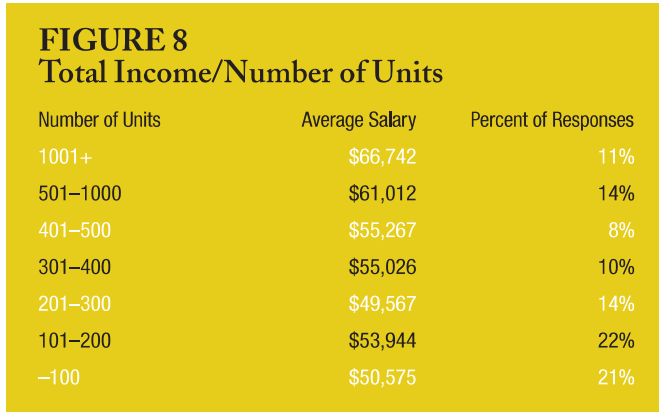
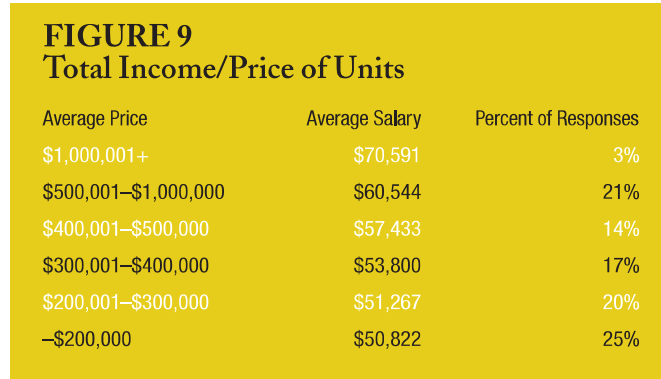


Figure 7

This chart lists first-year salaries as reported by CondoJobs. It must be noted that salaries are heavily weighted based on experience and that new managers can expect less than average.

Figures 8-11

The next four charts present income in relation to the size of the community, average price of units, annual budget, and length of employment. In each of these charts, more responsibility seems to equate in more income. Interestingly enough, past survey results have not necessarily reflected that correlation.



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FIGURE 10
Total Income/Annual Budget

Budget	Average Salary	Percent of Responses
Over \$2,000,001	\$72,140	18%
\$1,500,001–\$2,000,000	\$55,034	17%
\$1,000,001–\$1,500,000	\$55,845	21%
\$500,001–\$1,000,000	\$51,181	27%
Under \$500,000	\$42,526	17%

FIGURE 11
Total Income/Length of Employment

Time on Current Job	Average Salary	Percent of Responses
20+ years	\$67,858	18%
15–19 years	\$59,839	9%
10–14 years	\$59,491	8%
7–9 years	\$56,078	8%
4–6 years	\$53,356	23%
0–3 years	\$47,901	34%

FIGURE 12
Average Hourly Wages

Survey Year	2009	2008	2007	2006	2005
Assistant Manager	\$20.31	19.04	20.72	19.00	18.06
Bookkeeper	\$19.76	19.19	18.80	16.52	18.08
Rental Manager	\$19.85	15.53	15.03	15.16	17.00
Doorman	\$11.83	14.35	11.26	10.44	10.04
Grounds Supervisor	\$18.11	14.25	16.76	14.85	14.76
Groundskeeper	\$11.90	11.25	11.09	11.45	11.31
Housekeeping Supervisor	\$13.65	12.80	12.76	12.84	12.48
Housekeeping	\$11.75	11.08	11.18	10.77	10.55
Maintenance Chief	\$19.54	19.91	18.86	17.82	17.59
Maintenance Man	\$15.01	14.61	13.55	13.11	12.96
Secretary	\$14.74	14.88	13.53	13.55	14.01
Security Chief	\$16.15	15.75	—	—	—
Security	\$11.83	10.83	10.53	10.45	10.30
Valet	\$9.35	7.00	8.15	9.00	8.50
Average # of Employees	10.2	10.8	7.6	—	—

The Salary and Information Survey depends entirely on our readers, and we want to thank all who responded whether by the web survey or the

CondoJobs website. We hope this information will be helpful in evaluating salaries in your own community. Please email questions to info@flcaj.com. ■



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