

# My Federal Resume

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## SAMPLE

## KSA - Sample 1

The full KSA question should be typed out so we know the question.

## **1. Ability to communicate in writing.**

As a Property Manager at Cardinal Management Group, I am helping to dismantle the myth perpetuated in recent media stories that all homeowner associations are evil and trample upon the rights of individual homeowners within an association.

In January 2006, I helped establish a due process resolution in my one of my communities that championed individual homeowner rights while reinforcing the association's governing documents. The policy resolution included the following:

- Non-threatening enforcement language that clearly states the association's goals and objectives in the covenants
- An escalation of notices that includes first and second notices prior to the Board of Directors calling a homeowner to a hearing for covenants violations.
- Opportunity for homeowners to bring character witnesses to testify on their behalf at hearings before the Board of Directors.

Within the first two weeks this policy was in effect, my office received three (3) letters of commendation from homeowners congratulating us on achieving the proper balance between protecting homeowner rights and enforcing association covenants. Additionally, as a result of this resolution, nearly 20% of issues that would have resulted in hearings prior to this resolution being adopted were resolved with first notices alone.

## **2. Ability to make presentations.**

Since becoming a Property Manager with Cardinal Management Group in 2003, I have helped my company gain over \$200K in new management contracts.

In the property management industry, attrition is a part of the business. Opportunities arise on a daily basis to present your services to interested associations. One such opportunity took place in August 2004 stands out in my memory. I was asked to help pitch our company to a perspective client and with less than two weeks to prepare, I worked swiftly to:

- Conduct a drive-through inspection of the community, noting its size, location, number of homes, amenities and any glaring visual issues that needed immediate attention
- Provide a detailed report of my findings to our company president to assist him in the preparation of our proposal, making sure to tailor it to the specific needs of the prospective client
- Research the client's current management company and identify areas where Cardinal Management could make a difference

We met with the Board of Directors of the prospective client and after nearly two hours of answering questions regarding various management functions of our company, I was introduced as the property manager that would be assigned to this client if our proposal was accepted. The Board president then asked me, "What would make me the ideal manager for our community?" I simply stated that I would act on behalf of the Board of Directors and the community as a whole to ensure that their property values would continue to increase and that the high quality of life enjoyed by its homeowners would be my number one priority. The interview came to a close after a few more remarks and we left hoping to hear from them in the next few business days.

Imagine our surprise when as my company president, his assistant and myself were getting into our vehicles that the Board president came running after us to say, “We’ve decided to award you the contract, right here, right now. We were very impressed with your manager Ms. Smith and look forward to building a lasting relationship with your organization.” It has been nearly two years since this client came on board and as promised, their property values have continued to increase and the community is a pristine sight to behold with homes valued in excess of \$800K.

### **3. Ability to make sound decisions and use initiative.**

As a property manager, one of my primary functions is to conduct resale inspections of properties to ensure adherence to the association’s covenants, conditions and restrictions. On those occasions where violations exist at a property, they are fully disclosed in a resale inspection report and if not remedied, there is a strong possibility that a homeowner can lose a contract for the sale of his or her home or have to pay thousands of dollars to escrow until a violation is abated. This was the case during a recent sale in one of my communities and in order to avoid an unpleasant outcome for the homeowner, I sprang into action to:

- Advise the homeowner and his real estate agent of the violation and offer solutions to remedy the violation.
- Provide the real estate agent an architectural modification form to use to request permission after the fact for a previously installed deck from the association’s architectural review board.
- Hand deliver completed application to the review board chairperson for immediate consideration.
- Deliver results of the review to the real estate agent within 48 hours of receipt of the application.

As a result of my quick thinking and results oriented actions, I was able to clear the violation from the homeowner resale inspection report and the settlement took place without delay, saving the homeowner \$10K in escrow costs. In addition, the real estate agent, David Edwards, of Long and Foster in Reston, VA, wrote a letter to my company president stating, “It is professionals like Ms. Smith that make my job a lot easier. Be sure to keep a hold on her. I could use someone like her on my team.”